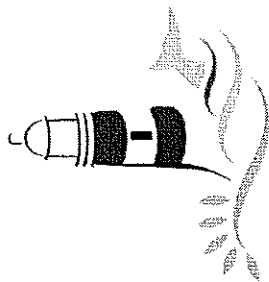


Appendix “A”

Tariff Listing





KAAP AGULHAS MUNISIPALITEIT
CAPE AGULHAS MUNICIPALITY
U MASIPALA WASECAPE AGULHAS

KAAP AGULHAS MUNISIPALITEIT CAPE AGULHAS MUNICIPALITY

BYLAAG A / APPENDIX A: DIENSTE / SERVICES

T A R I E W E / T A R I F F S

2016/2017

*If any discrepancies occurs between the English and Afrikaans text of these tariffs,
the Afrikaans text has preference and is applicable.*



TARIEWE: 2016/17

TARIEF TARIFF	14% BTW VAT	TOTAL
------------------	----------------	-------

1. RIOIERING & SANTASIE

1.1 Rioolaansluitings (nuut):

(i)	100/110 mm diameter aansluitings	5 140.35	719.65	5 860.00
(ii)	150/160 mm diameter aansluitings	5 701.75	798.25	6 500.00

1.2 Rioolverstopplings / diensuitroepe:

(i) Per uitroep vir 'n verstopping op 'n aansluiting by die hoofriool

En waar bevind word dat die fout nie deur die Raad se toedoen veroorsaak is nie:

- Binnse normale werksure	526.32	73.68	600.00
- Buite normale werksure	1 057.02	147.98	1 205.00

(iii) Beskadiging van raadselendom:

- werklike koste van materiaal, arbeid en masjinerie, PLUS: 15% administrasiekoste (plus BTW)

1.3 Remedierende aksie:

Waar vasgestel word dat 'n verbruiker, of dat die verbruiker toegelaat het dat stormwater/dakwater in die rioolstelsel gestort word	1 236.84	173.16	1 410.00
---	----------	--------	----------

Gelde soos vasgestel in 1.1 en 1.2 hierbo, is streng vooruitbetaalbaar

Behoude persele:

1.4 Rioolswiweringsfooe (maandelikse tariewe)

(i) Woonpersele:

Waar die perseel hoofsaaklik vir woondoelendes aangewend word:

- ongeag die aantal spoelpanne	104.00	14.56	118.56
- Kassiesbaai (per woning/maand)	104.00	14.56	118.56

TARIFFS: 2016/17

1. SEWAGE & SANITATION

1.1 Sewer connections (new):

(i)	110/110 mm diameter connection		
(ii)	150/160 mm diameter connection		

1.2 Sewer blockages / Service call-outs:

(i) Per call-out for a blockage on a connection on the Main sewer if

The problem did not arise due to negligence / work done by Council:

- During normal office hours	
- Outside normal office hours	

(iii) Damage to Council property:

- actual cost of material, labour and machinery PLUS 15% administrative cost (plus VAT)

1.3 Remedial Action:

Where it is established that a consumer, or that a consumer allowed

Storm water/roof water dumping into the sewerage system

Payment of items in 1.1 and 1.2 must be paid up front

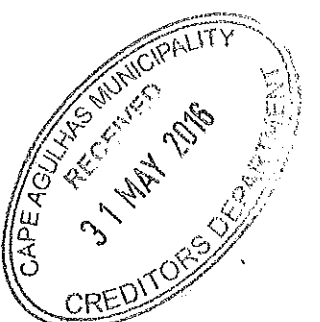
Build-up sites:

1.4 Sewage tariffs (monthly tariffs)

(i) Residential sites:

Used mainly for residential purposes:

- notwithstanding the amount of cisterns	
- Kassiesbaai (per month/dwelling)	



(ii)	<p><u>Kerke/kerksale, liefdadigheids-/welsynsorganisasies, ouetehuise, openbare skole en skoolkoshuise (wat uitsluitlik vir sodanige doeleindes aangewend word)</u></p> <p>- spoelpan enkel heffing</p> <p>- per urinaal</p>	104.50	14.63	119.13	(ii)	<p><u>Churches, church halls, welfare / charity organisations, old age homes, public schools, school residences (where the sites are used for said purposes alone):</u></p> <p>- cistern single charge</p> <p>- per urinal</p>
(iii)	<p><u>Besigbiede:</u></p> <p>Sake-, Kantoor-, Losieshuis-, Gastehuis-, Inrigting-, Winkel-, Restaurant- en Fabrieksperseel, en enige ander persele by (i) of (ii) uitgesluit:</p> <p>- per spoelpan</p> <p>- per urinaal</p>	110.00	15.40	125.40		(iii)
(iv)	<p><u>Bona fide sportklubs:</u></p> <p>- per spoelpan</p> <p>- per urinal</p>	104.50	14.63	119.13	(iv)	
<p>In hierdie tariewe word skakelhuise, afsonderlike woonhuise, woonstelle, sakepersele, kantore, inrigtings, fabriek, garages, restaurante en winkels wat op dieselfde erf geleë is maar deur afsonderlike persone in 'n afsonderlike hoedanigheid geokkupeer word, as 'n afsonderlike perseel beskou.</p> <p>Waar twee of meer geboue of strukture op dieselfde erf deur 'n gesamentlike spoelpan(ne) en/of urinaal(e) bedien word, kan die geregistreerde eienaar van die eiendom skriftelik aansoek doen dat sodanige perseel as een perseel beskou word, ongeag die aantal okkuperders, en die geregistreerde eienaar van sodanige eiendom sal dan aanspreeklik gehou word vir die betaling van die voorgeskrewe gelde (waar sodanige aansoek nie ontvang is nie, sal die bepaling soos in die voorafgaande paragraaf van toepassing wees).</p> <p>Tensy sodanige spoelpan/urinaal fisies verwyder word en die uitlate met sement afgeblokkeer is, sal bogemelde fooie betaalbaar wees ongeag of sodanige spoelpan/urinaal vir 'n bepaalde of onbepaalde tydperk nie in gebruik gaan wees/was of not.</p>						<p>In these tariffs semi-detached, separate residential dwellings, apartments, business sites, offices, garages, factories, restaurants, and shops situated on the same erf but occupied by separate occupants in separate capacities are viewed as separate sites.</p> <p>Where there are two or more buildings or structures on the same erf, sharing a common cistern(s) and/or urinal, the registered owner of the property may apply in writing that the said property be regarded as one site, notwithstanding the number of occupants. The registered owner of the property will then be responsible for the payment of the prescribed monies. (If no such application is received, the property will be dealt with in the manner described in the above paragraph).</p> <p>Only in cases where the cistern or urinal is physically removed or the outlets are cemented off will the above-mentioned fees not be payable regardless whether the said cistern/urinal is/was in use for a specified or unspecified time or not.</p>



(v) Suikendienste (per vrag of gedeelte daarvan):

a(i) Binne normale werksure:

- per vrag (5000 liter)	300.00	42.00	342.00
- per vrag (8000 liter)	500.00	70.00	570.00

{Gelde is vooruitbetaalbaar en 'n 15% administrasie-koste (plus BTW) is hefbaar en betaalbaar indien 'n rekening vir dié gelde gelewer moet word}

a(ii) Slegs binne normale werksure:

- Nie-standaard	Werklike	Koste + 20%	+ BTW
- Buite die voormalige dorps-/munisipale grense van Bredasdorp, Napier, Struisbaai, Suiderstrand en Waenhuiskrans	Cost	+ 20%	+ VAT
	Werklike	Koste + 20%	+ BTW
	Cost	+ 20%	+ VAT

(b) Buite normale werksure:

- per vrag (5000L) of gedeelte daarvan (na normale ure & Saterdag)	620.00	86.80	706.80
- per vrag (5000L) of gedeelte daarvan (op Sondae & openbare vakansiedae)	930.00	130.20	1 060.20
- per vrag (8000L) of gedeelte daarvan (na normale ure & Saterdag)	1 000.00	140.00	1 140.00
- per vrag (8000L) of gedeelte daarvan (op Sondae & Openbare vakansiedae)	1 400.00	196.00	1 596.00

2. AFVALVERWYDERING & -VERWERKING (VULLIS)

Beboude persele

2.1 Afvalverwyderings- en verwerkingstoelie

(maandeliks):

(i) Huishoudelike afval (per maand):

Afval wat normaalweg afkomstig is van 'n private perseel wat hoofsaaklik vir woondoeleindes gebruik word, met in begrip van woonstelle, liefdadigheds- en welsynsorganisasies, ouetehuse, kerke/kerksale, openbare skole/koshuse en wat maklik, sonder dat die plastiekvoering in die houer beskadig word,

(v) Sewage pumping services (per load on part thereof):

a(i) During normal working hours:

- per load (5000 litre)	
- per load (8000 litre)	

{Monies is payable in advance and an additional 15% administrative cost (plus VAT) is levied if an account must be supplied in this regard}

a(ii) Only during normal office hours:

- Non-standard
- Rural area outside the former town-/municipal boundaries of Bredasdorp, Napier, Struisbaai, Suiderstrand and Waenhuiskrans

(b) Outside normal working hours:

- per load (5000L) or part thereof (after normal working hours & Saturdays)
- per load (5000L) or part thereof (on Sundays & public holidays)
- per load (8000L) or part thereof (after normal working hours & Saturdays)
- per load (8000L) or part thereof (on Sundays & public holidays)

2. REFUSE REMOVAL & PROCESSING

Build-up sites

Refuse removal and -processing fee (monthly):

(i) Residential refuse (per month):

Refuse normally generated by a private site mainly used for residential purposes, including apartments, charity- and welfare organisations, old age homes, churches, church-halls, public schools/school residences that can easily be removed from its container without damaging the plastic, is



(ii)	daaruit verwyder kan word, maar omvat dit nie tuinafval nie: - vir een (1) verwydering per week, met plastiekvoering (met 'n minimum van een houer)	114.50	16.03	130.53	regarded as residential refuse but does not include garden refuse: - for one (1) removal per week – in prescribed plastic bag with a minimum of one container)
	<u>Besigheidsafval (per maand):</u> Afal wat ontstaan deur die gebruik van 'n perseel ander dan dié gemeld in (i) hierbo, en insluitend gaste huise, maar omvat dit nie bouersafval, lywige afval of bedryfsafval nie: - per standaard houer vir een (1) verwydering per week (met 'n minimum van een houer) Woning met besigheid: Beide die tariewe soos vervat in 2.1(i) en 2.1(ii) is van toepassing	123.50	17.29	140.79	<u>Business refuse (per month):</u> Refuse generated from use other than described in (i) above, and including guest houses, but excluding building-, bulky- or industrial refuse: - per container for one (1) removal per week (with a minimum of one container) House with business: Both tariffs in 2.1(i) and 2.1(ii) will be applied
(iii)	<u>Lywige afval (bouersafval uitgesluit):</u> Afal, uitgesonderd bedryfsafval, wat afkomstig is van 'n perseel en wat vanweë die massa, vorm, grootte of hoeveelheid daarvan nie maklik in 'n plastiekvoering opgegaan of daaruit verwyder kan word nie: - per frag of gedeelte daarvan vir elke maand of gedeelte van 'n maand (maksimum een keer per week)	644.00	90.16	734.16	<u>Bulky refuse (building refuse excluded):</u> Refuse, excluding industrial refuse generated on a site, that cannot easily be stored in or taken out of the prescribed plastic bag due to its mass, shape, size or quantity: - per load or part thereof for each month or part of a month (maximum of once per week)
(iv)	<u>Bona fide sportklubs:</u> - vir een (1) verwydering per week (met 'n minimum van een houer)	103.00	14.42	117.42	<u>Bona fide sports clubs:</u> - for one (1) removal per week (with a minimum of one container)
(v)	<u>Afalstortingsfooi</u> Vir die stort van afval anders dan afval gemeld in (i) tot (v) hierbo, of waar die eienaar/okkupeerder verkies om eie afvalverwydering te doen: - 'n maandelikse fooi van	1 403.50	196.49	1 599.99	<u>Refuse dumping fee</u> For the dumping of refuse other than that mention in (i) to (v) above, or where the owner/occupant chooses to remove the refuse him/herself: - a monthly fee of



In hierdie tariewe word skakelhuise, afsonderlike woonhuise, wonstellet, sakepersele, kantore, inrigtings, fabriekke, garages, restaurante en winkels wat op dieselfde erf geleë is maar deur

In these tariffs semi-detached, separate residential dwellings, business sites, offices, institutions, garages, factories, restaurants and shops on the same erf but

afsonderlike persone in 'n afsonderlike hoedanigheid geokkupeer word, as 'n afsonderlike perseel beskou.

Die Raad se gemagtigde beampte bepaal in oorleg met die eienaar/okkuperder die hoeveelheid vuilishouers wat elke besigheidsperseel moet hê en/of die keuse van verwyderingsdiens benodig.

(vi) Tuinafvalverwydering:

Afval wat ontstaan as gevolg van normale tuinmaak-bedrywighede soos die sny van gras, blare, plante, blomme, takke en ander dergelyke ligte afval:

- op versoek en na vooruitbetaling van die bedrag van 528.07 73.93 602.00

(per vrag of gedeelte daarvan) 6.75 0.95 7.70

- vuilissakplakkers: per plakker (vir die verwydering van tuinafval wat in 'n plastiekvoering uitgeplaas word tot 'n maksimum van 5 sakke wat per geleentheid uitgeest mag word vir verwydering.)

(vii) Tuinvuilstorting (per vrag of gedeelte):

- Nywerhede & kontrakteurs 407.89 57.11 465.00

- Ontbossingsprojekte 1 096.49 153.51 1 250.00

Tuinafvalkoepon: per voertuig (sleepwa word as 1 6.75 0.95 7.70

voertuig gereken). Die koepon is geldig vir 6 maande

(viii) Skoonmaak van erwe:

Soos per kwotasie/tenderprys ingewin plus 'n 25% administrasiekoste, op aanvraag betaalbaar deur die geregistreerde eienaar van sodanige eiendom soos op die datum waarop die diens gelewer is

(ix) Kompos (per m³) 23.68 3.32 27.00

3. WATERVOORSIENING

3.1 Gelde vir nuwe aansluitings:

(i) Vir 'n 15 mm diameter aansluiting 5 526.32 773.68 6 300.00

(ii) Vir 'n 22 mm diameter aansluiting 5 701.75 798.25 6 500.00

occupied by separate occupants in separate capacities, are viewed as separate sites.

The Council's authorised official will determine the number of refuse removal units required by the owner/occupant after consultation with the owner/occupant and/or choice of removal service required.

(vi) Garden refuse removal:

Refuse generated by normal gardening activities such as the mowing of lawns, pruning of leaves, plants, flowers, branches, weeding and other similar light garden refuse:

- on request and only after payment of the indicated amount (per load or part thereof)

- refuse stickers per bag (removal of garden refuse placed in plastic bags to a maximum of 5 bags per opportunity for removing the garden refuse.)

(vii) Dumping of garden refuse (per load):

- Industries & contractors

- deforestation projects

Garden refuse coupon: per vehicle (a trailer counts as one vehicle). The coupon is valid for 6 months.

(viii) Clearing of erven:

As per price quoted/tendered plus a 25% administrative cost, on request, payable by the registered owner of the said site as at the date of rendering the service.

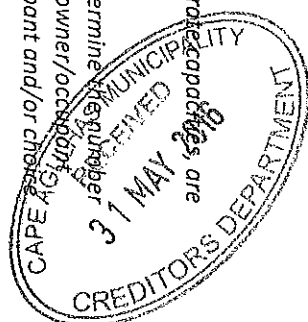
(ix) Compost (per m³)

3. WATER SUPPLY SERVICES

3.1 Fees for new connections:

(i) For a 15 mm diameter connection

(ii) For a 22 mm diameter connection

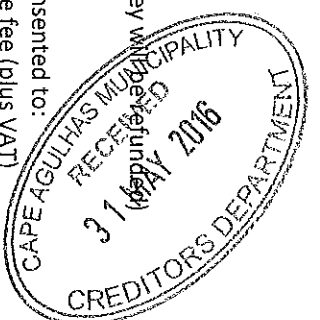


(iii)	Vir 'n aansluiting met 'n diameter groter as 22 mm: die werklike koste van materiaal, arbeid en masjinerie, plus 15% administrasiekoste (plus BTW); met 'n minimum van die fooi in (ii) hierbo vasgestel.				(iii)	For a connection with a diameter exceeding 22 mm; the actual cost of the material, labour and machinery plus 15% administrative cost (plus VAT), with a minimum fee as determined in (ii) above.
(iv)	Omskakeling van 'n 15 mm na 'n 22 mm diameter aansluiting: die werklike koste van materiaal, arbeid en masjinerie plus 15% administrasiekoste (plus BTW). <i>Gelde betaalbaar in (i) en (ii) hierbo is ten opsigte van 'n pyp nie langer as 25 m nie, maar indien 'n langer pyp as 25 m nodig is, is die toepaslike geld plus die koste van die voorsiening en lê van die ekstra lengte van die pyp plus 'n 15% administrasiekoste betaalbaar (plus BTW)</i>				(iv)	Change-over from a 15 mm to a 22 mm diameter connection: the actual cost of the material, labour and machinery plus 15% administrative cost (plus VAT) <i>Fees in (i) and (ii) above are payable for pipe not exceeding 25m. If a pipe longer than 25 m is required, the applicable fee, plus the actual cost in supplying and installing the additional pipe, plus a 15% administrative cost is payable (plus VAT).</i>
3.2	<u>Herinstelling van bestaande diensaansluiting (Remedierende aksie)</u> Waar vasgestel word dat 'n verbruiker, of dat die verbruiker toegelaat het dat:				3.2	<u>Re-installing of existing service connections (Remedial action):</u> Where confirmed that a consumer allowed or personally:
(i)	Die toevoer ongemagtig/wederregtelik aangeskakel, omlei of beskuldig word	1 412.28	197.72	1 610.00	(i)	Unlawfully re-connected, damaged or re-directed the supply
(ii)	'n ongemagtige/wederregtelike aansluiting gemaak word	1 412.28	197.72	1 610.00	(ii)	Made an unlawful connection
(iii)	Indien 'n herhaling van (i) of (ii) hierbo plaasvind: 'n nuwe diensaansluiting ooreenkomstig die gelde soos vasgestel in 3.1 hierbo en vervolging kan na goëddunke van die Raad ingestel word.				(iii)	In case of a repeat of the actions described in (i) or (ii) above: a new service connection according to the fees set out in 3.1 above, as well as further legal steps can be taken if the Council deems fit.
(iv)	Bo en behawwe die gelde betaalbaar in (i), (ii) of (iii) hierbo, sal die verbruiker ook verantwoordelik gehou word vir die beraamde verbruik van water oor dié tydperk, bereken op die beraamde verbruik vir drie (3) maande wat volg na die herinstelling van die diensaansluiting.				(iv)	Additional to the monies payable in (i), (ii) or (iii) above, the consumer will be held responsible for the estimated consumption of water during the said time-span, calculated on the average consumption of the three (3) months after the re-connection of the service.



3.3	<u>Toets van meters:</u>			
(i)	Deur die Raad self getoets (Indien die meter foutief bevind word, is die gelde terugbetaalbaar)	287.72	40.28	328.00
(ii)	Deur 'n wedersyds aanvaarbare owerheid getoets: die werklike koste plus 'n 15% administrasiekoste (plus BTW) (Indien die meter foutief bevind word, is die gelde terugbetaalbaar)			
3.4	<u>Diensuitroepe:</u>			
	Per uitroep waar bevind word dat die fout nie deur die Raad se toedoen veroorsaak is nie:			
	- binne normale werksure	519.30	72.70	592.00
	- buite normale werksure	1 037.72	145.28	1 183.00
	(Geen herstelwerke sal deur die Raad verrig word op foute na die watermeter nie – die verbruiker moet gebruik maak van 'n privaot kontrakteur se dienste).			
3.5	<u>Beskadiging van Raadseiendom:</u>			
	Werklike koste van materiaal, arbeid en masjinerie plus 'n 15% administrasiekoste (plus BTW)			
3.6	<u>Spesiale meterlesings:</u>	278.95	39.05	318.00
3.7	<u>Wanbetalers-/heraansluitingsgelde:</u>			
(i)	By afsluiting weens wanbetaling van diensterkening (na-ure: bogemelde tarief x 4)	269.30	37.70	307.00
(ii)	By her aansluiting (nuwe verbruiker na tydelike afsluiting) (na-ure: bogemelde tarief x 4)	87.72	12.28	100.00
3.8	<u>Verbruikersdeposito's: Water:</u>			
(i)	Grootaanteverbruikers en besighedspersone: - 'n Bankwaarborg of kontantdeposito gelykstaande aan twee (2) maande se waterrekening met 'n minimum deposito gelykstaande aan die deposito soos vasgestel in (ii) hierina.			

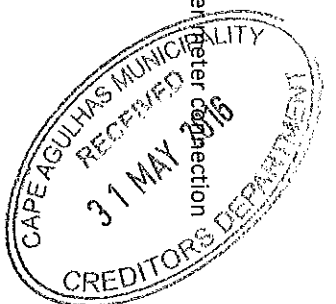
3.3	<u>Testing of meters:</u>			
(i)	Tested by the Council itself (If a faulty meter is found, the money will be refunded)			
(ii)	Tested by an authority mutually consented to: - actual cost plus 15% administrative fee (plus VAT) (If a faulty meter is found, the money will be refunded)			
3.4	<u>Service call-outs:</u>			
	Per call-out where the problem is not due to a fault caused by the Council:			
	- during normal working hours			
	- outside normal working hours			
	(No repairs on defects after the water meter will be repaired by Council – the consumer must use a private contractor for this)			
3.5	<u>Damages to Council property:</u>			
	Actual cost of material, labour and machinery plus a 15% administrative fee (plus VAT)			
3.6	<u>Special meter readings:</u>			
3.7	<u>Default payment-/reconnection fee:</u>			
(i)	By blocking of service upon defaulting of payment for services (after hours: the above fee x 4)			
(ii)	If re-connected (new consumer after temporary disconnection) (after-hours: above tariff x 4)			
3.8	<u>CONSUMER DEPOSITS: WATER:</u>			
(i)	Bulk consumers and business sites: - Bank guarantee or cash deposit equal to two (2) month's water account with a minimum deposit equal to the deposit as set out in (ii) below.			



(ii)	Residensiële persele <i>Die deposito in (i) en (ii) hierbo word verdubbel waar 'n aansoeker insolvent of onder administrasie is.</i>	328.00	(ii)	Residential sites <i>In cases where the applicant is insolvent or under administration, double the deposit in (i) and (ii) above, is payable.</i>
(iii)	Deposito-opbetaling by wanbetaling van rekening waar 'n verbruiker aanspreeklik gehou word vir die betaling van 'n wanbetalersfooi soos op snylysdatum: - Residensiële persele - Alle ander verbruikers <i>{met dien verstande dat die deposito-opbetaling betaalbaar sal wees tot dat die verbruiker se deposito gelykstaande is aan minstens twee maande se rekening, met 'n minimum van die standard deposito soos vasgestel in (ii) hierbo}</i> Gelde soos vasgestel in 3.1 tot 3.8 hierbo, is streng vooruitbetaalbaar.	100.00 252.00	(iii)	Increase in deposit payment in cases where the consumer is liable for payment on default-payment list: - Residential site - All other consumers <i>{provided that the increase in deposit payment is payable to the maximum amount equal to at least two (2) months' water account, with a minimum equal to the standard deposit in (ii) above.}</i>
3.9	<u>Gelde vir die verskaffing van water:</u> <u>Hoofsaaklik huishoudelik waar 'n afsonderlike diens-aansluiting bestaan (maar uitgesluit gaste-huise met meer as 3 gaste-kamers)</u> Besikbaaardeisfooi per maand per erf/meteraansluiting	104.20	3.9	<u>Fees for water supply:</u> <u>Mainly residential where a separate service connection exists (but excluding guest houses with more than 3 guest rooms)</u> Availability fee per month, per erf/meter connection
(i)		14.59	(i)	
(ii)	Verbruik (per maand per kl): - 1 tot 6 kl (gratis per maand, nie oordraagbaar nie) - 7 tot 20 kl - 21 tot 40 kl - 41 tot 60 kl - 61 tot 80 kl - 81 tot 100 kl - 101 kl en meer	0.00 6.12 6.31 7.66 8.99 12.16 19.31	(ii)	Consumption (per month per kl): - 1 to 6 kl (free per month, not transferable) - 7 to 20 kl - 21 to 40 kl - 41 to 60 kl - 61 to 80 kl - 81 to 100 kl - 101 kl and more
		0.00		
		0.86 0.88 1.07 1.26 1.70 2.70		
		6.98 7.19 8.73 10.25 13.86 22.01		
			3.10	All other consumers (non-residential or not otherwise specified)



(i)	Beskikbaarheidsfooi per maand per erf/meteraansluiting	104.20	14.59	118.79	(i)	Afavailability fee per month per erf / per meter connection
	(ii) Verbruik (per maand per kl.):					
	- 0 tot 50 kl	6.22	0.87	7.09		Consumption (per month per kl):
	- 51 tot 100 kl	6.38	0.89	7.27		- 0 to 50 kl
	- 101 tot 150 kl	6.75	0.95	7.70		- 51 to 100 kl
	- 151 tot 200 kl	7.16	1.00	8.16		- 101 to 150 kl
	- 201 tot 300 kl	7.96	1.11	9.07		- 151 to 200 kl
	- 301 tot 400 kl	9.17	1.28	10.45		- 201 to 300 kl
	- 401 tot 500 kl	12.04	1.69	13.73		- 301 to 400 kl
	- 501 tot 3000 kl	15.62	2.19	17.81		- 401 to 500 kl
	- 3001 kl en meer	17.71	2.48	20.19		- 501 to 3000 kl
						- 3001 kl and more
3.11	<u>Waterenwe (ooreenkomsvoorwaardes):</u>				3.11	<u>Water erven (agreement conditions):</u>
(i)	- volgens kwota-toekenning (per maand per kl)	4.72	0.66	5.38	(i)	- Quota allocated (per month per kl)
(ii)	- Oormaatverbruik bo kwotatoekenning (per kl) volgens glyskaaltarlewe soos vasgestel in 3.9 en 3.10 hierbo				(ii)	- For excess consumption above allotted quota (per kl) according to sliding scale tariffs as set out in 3.9 and 3.10 above
3.12	<u>Grootmaat watervoorsiening: Informele deurgangskampe & privaat swembaddens:</u>				3.12	<u>Bulk water supply: Informal settlements & private swimming pools:</u>
(i)	- per 1 kl	6.75	0.95	7.70		- per 1 kl
3.13	<u>Munisipale doeleindes:</u>				3.13	<u>Municipal purposes:</u>
(i)	Verbruik (per kl)	6.09	0.58	6.94	(i)	Consumption (per kl)
3.14	<u>Grootmaat waterverkope (tenkwaens & - vrægmotors):</u>				3.14	<u>Bulk water (tanks on trailers & trucks):</u>
(i)	- per 4,5 kl (administrasie ingesluit)	48.25	6.75	55.00	(i)	- per 4,5 kl (administration included)
	<i>Die beskikbaarheidsfooi soos voorgeskryf, word gehef ten opsigte van elke afsonderlike wateraansluiting of erf.</i>					<i>The availability fee will be charged for each separate water connection or erf.</i>
	<i>Indien twee of meer geboue of strukture op dieselfde erf net deur een meteraansluiting van water voorsien word, word die geregistreerde elenaar van sodanige eiendom aanspreeklik gehou vir die betaling van die voorgeskrewe gelde.</i>					<i>If more than one building or structure, situated on the same erf, are serviced by one common meter connection the</i>



registered owner of the erf will be held accountable for the payment of the prescribed fees.

If a meter is installed at any time of the month, the availability fee will be charged as if for a whole month – this is applicable to consumption as well.

The free units of 6 kl per month (residential as described in 3.9 above) are only for a metered consumer point and the unused part of the 6 kl per month may not be transferred to the next month.

The consumer accepts liability for all the water consumption as registered by the meter, notwithstanding the origin of the registered consumption, unless it is confirmed by testing that the meter is faulty in which case the Council will replace the faulty meter and a refund, based on the calculation of the average consumption of three (3) previous months will be refunded/recovered to/from the consumer.

If water restrictions are to be enforced by council due to dry or other unforeseen circumstances, the above-mentioned user charges can be increased as a method to enforce water restrictions. In such case the tariffs in 3.9, 3.10 and 3.11 above will be doubled.

4. ELECTRICITY SUPPLY

4.1 Fees for new connections:

The actual cost of the material, labour and machinery plus 15% administrative cost for a minimum amount of:

(i) Conventional meter connection (single phase 70 Amp) (only by exception)
Actual cost of a house connection is R3000.00.

Waar 'n meter ter eniger tyd gedurende die maand op 'n eiendom geïnstalleer word, word die beskikbaarheidsfooi vir sodanige maand en die hoeveelheid water wat vir sodanige maand gebruik word, bereken op die grondslag dat enige deel van die maand as een maand beskou word.

Die gratis toekenning van 6 kl per maand (huishoudelik soos in 3.9 hierbo bepaal) word slegs toegestaan per gemeterde verbruikerspunt en die ongebruikte gedeelte van dié 6 kl per maand, sal nie oordraagbaar wees na 'n daaropvolgende maand nie.

Die verbruiker aanvaar aanspreeklikheid vir alle waterverbruik wat deur die meter geregistreer is, ongeag die oorsaak van die geregistreeerde verbruik, tensy daar deur toetsing van die meter bevestig word dat die meter foutief registreer, in welke geval die meter op raadsonkoste vervang sal word en 'n eweredige terugbetaling, bereken oor die gemiddelde verbruik van drie (3) voorafgaande maande, aan/van die verbruiker gemaak/verhaal sal word.

Indien onvoorsiene droogtetoeletoestande of ander gebeure die Raad noop om waterbeperkings in te stel, kan die verbruikerstariewe soos hierbo uiteengesit, verhoog word as 'n maatregel om waterbeperkings af te dwing. Alle watertariewe soos in 3.9, 3.10 en 3.11 word in so geval verdubbel.

4. ELEKTRISITEITSVOORSIENING

4.1 Gelde vir nuwe aansluitings:

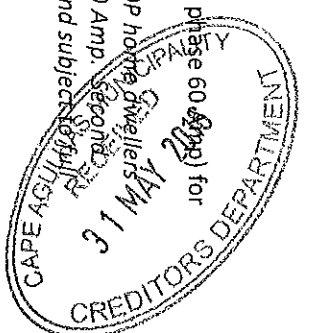
Die werklike koste van materiaal, arbeid en masjienerie plus 15% administrasiekostes met 'n minimum bedrag van:

(i) Konvensionele meteraansluiting (70 Amp enkelfase)
4 473.68 626.32 5 100.00
[met in uitsonderlike gevalle]
Werklike koste van 'n huisaansluiting is R3000.00.



(ii)	Konvensionele meteraansluiting (drie-fase 60 Amp) vir huise <i>Plakkers en HOP huise slegs een gratis aansluiting tot op 20 Amp</i> <i>Tweede aansluiting of verhoging van Amp op sodanige erf moet volle aansluiting betaal</i>	5 000.00	700.00	5 700.00
(iii)	Voorafbetaalde meteraansluiting <i>Alle huise en enkelfase besighede]</i> Hierdie sluit in 'n tweede of meer aansluiting op 'n enkel erf met 'n gesamentlike maksimum aanvraag van 80 Amp.	4 429.82	620.18	5 050.00
(iv)	Voorafbetaalde meteraansluiting vir informele huise nie deur DoE betaal nie (maks. 20 Amp aansluiting – enkelfase) Kan net wysig na betaling van volle aansluitingsfooi, let wel, die instandhouding van die "ready board" is die verantwoordelijkheid van die bewoner.	200.00	28.00	228.00
(v)	Verandering: 'n bestaande konvensionele meter vervang met 'n voorafbetaalde meter (die voorbereiding vir die installasie moet deur die eienaar/kontrakteur gedoen word). <i>Die fooi is van toepassing waar daar reeds 'n bestaande aansluiting is. Alle ekstra meters is onderhewig aan 'n volle aansluitingsfooi.</i>	701.75	98.25	800.00
(vi)	Bouers aansluiting (kWh-verbruik uitgesluit) <i>Permanente aansluiting slegs na okkupasiesertifikaat</i>	1 000.00	140.00	1 140.00
(vii)	<u>Suiderstrand:</u> Die toepaslike aansluitingsfooi soos vasgestel in (i), (ii) of (iii) hierbo, PLUS: 'n infrastruktuurbydrae (waar die verspreidingsnetwerk deur die Raad daargestel is)	7 000.00	980.00	7 980.00

(ii)	Conventional meter connection (triple phase 60 Amp) for houses. <i>Squatters, informal settlement and HOP houses are limited to one free connection up to 20 Amp. Second connection, or increase in Amp per stand subject to full connection fee</i>			
(iii)	Pre-paid meter connection <i>All houses and single phase business units</i> These include a second or more connection to a single site with a combined maximum demand of 80 Amp.			
(iv)	Pre-paid meter connection for informal houses not paid by DoE (max 20 Amp connection single phase). Can only be edited after payment of the full registration fee, please note, the maintenance of the "ready board" is the responsibility of the tenant.			
(v)	Change: an existing conventional meter to a pre-paid meter (preparation for the installation must be done by the owner/contractor). <i>The fee is applicable where an existing connection is present.</i> <i>All additional meters are subject to the full connection fee.</i>			
(vi)	Temporary connection (kWh consumption excluded) <i>Permanent connection only after occupation certificate</i>			
(vii)	<u>Suiderstrand:</u> The relevant connection fee as set out in (i), (ii) or (iii) above. PLUS: an infrastructure contribution (where the distribution network is/was established by the Council) per erf/connection where supply lines are already available.			



The cost should remain as it was set for the installation of 70 mm Pile cable that was fitted to the original electrification of Suiderstrand.

<p>per erf/aansluiting waar toevoerlyne reeds beskikbaar is</p> <p>Die koste moet so bly, dit was ingestel vir die installering van die 70 mm Pile kabel wat ingesit is vir die oorspronklike elektrifisering van Suiderstrand.</p>			
<p>4.2 <u>Herinstelling van bestaande diensaansluiting (Remedierende aksie):</u> Waar vasgestel word dat 'n verbruiker, of dat die verbruiker toegelaat het dat:</p>		<p>4.2 <u>Re-installation of existing service connection (Remedial action):</u> Where it is established that a consumer, or that a consumer allowed:</p>	
<p>(i) - die toevoer ongemagtig/wederregtelik aangeskakel is nadat dit deur die Raad afgesluit en geseël is weens wanbetaling</p>	<p>798.25 111.75 910.00</p>	<p>(i) - Reconnect the supply unlawful/unauthorized after service was blocked and sealed due to defaulting of payment for services</p>	
<p>(ii) - 'n ongemagtigde/wederregtelike/onwettige aansluiting gemaak – meter oopgebreek/gepeuter mee</p>	<p>2 372.81 332.19 2 705.00</p>	<p>(ii) - unauthorized/unlawful reconnection of services or any damage of Council property – meter broken up/tampered with</p>	
<p>(iii) Bo en behalwe die gelde betaalbaar in (i), (ii) of (iii) hierbo, sal die verbruiker ook verantwoordelik gehou word vir die beraamde verbruik van elektrisiteit oor die tydperk, bereken op die gemiddelde verbruik vir drie (3) maande wat volg na die herinstelling van die diensaansluiting</p>		<p>(iii) In addition to the fees payable in (i), (ii) and (iii) above, the consumer will be held responsible for the estimated electricity consumption over the period, based on the average consumption for three (3) months after reconnection of the service.</p>	
<p>4.3 <u>Toets van meters:</u> (i) Deur 'n geregistreerde toetsowerheid getoets: Werklike koste plus 'n 15% administrasiekoste (plus BTW). 'n Toets sertifikaat moet uitgereik word. (Indien die meter foutief bevind word, is die gelde terugbetaalbaar)</p>	<p>451.75 63.25 515.00</p>	<p>4.3 <u>Testing of meters:</u> (i) Tested by an registered authority: Actual costs plus a 15% administrative fee (plus VAT). A test certificate must be issued. (If a faulty meter is found, the money will be refunded).</p>	
<p>4.4 <u>Diensuitroepe:</u> Per uitroep waar bevind word dat die fout nie deur die Raad se toedoen veroorsaak is nie:</p>	<p>528.07 73.93 602.00 1 057.02 147.98 1 205.00</p>	<p>4.4 <u>Service call-outs:</u> Per call-out where the fault is found not to be that of the Council: (i) - during normal work hours - outside normal work hours</p>	



(Geen herstelwerke sal deur die Raad verrig word op foute na die elektriese meter nie – die gebruiker moet gebruik maak van 'n privaat kontakteur se dienste)

Neem kennis dat die instandhouding van die meterkas die verantwoordelikheid is van die eienaar

(ii)	Verhoging van aanvraag – Fase en/of Amp Alle verhogings moet eers met die elektriese departement uitgeklaar word. Nie van toepassing op informele huise of huise wat deur INEP befonds is tot dat volle aansluitingsfoole betaal is.	230.70	32.30	263.00
(iii)	Verlaging van aanvraag – Fase en/of Amp (minimum 20 Amp enkelfase) (hoogstens EEN keer per boekjaar)	508.77	71.23	580.00
(iv)	Vervanging van verlore/beskadigde AVM-kaart	16.67	2.33	19.00
(v)	Elektriese sleutels (per sleutel)	22.81	3.19	26.00
(vi)	Die meterkas en/of die "ready board" is die verantwoordelikheid van die eienaar			
4.5	<u>Beskadiging van Raadseiendom:</u> Werklike koste van materiaal, arbeid en masjinerie plus 'n 15% administrasiefooi (Plus BTW) of soos genoem in 4.2(ii) hierbo			
4.6	<u>Spesiale Afsluitings / meterlesings:</u>	278.95	39.05	318.00
4.7	<u>Wanbetalers-/heraansluitingsgelede:</u>			
(i)	By afsluiting weens wanbetaling van diensterkening (na-ure: bogemeide tarief x 4)	269.30	37.70	307.00

(No repairs will be done by the Municipality on the electrical network after the electrical meter. The consumer must contact a private contractor in this regard.)
Take note that the maintenance of the meterbox is the owners responsibility

Upgrading of demand in supply – Phase and/or Amp.
All upgrades must first be approved by the electricity department. Does not apply to informal homes or homes that are funded by INEP until full connection fees are paid.

(iii) Down-sizing of demand in supply – Phase and/or Amp (minimum 20 Amp, single phase) (not more than once in a financial year)

(iv) Replacement of lost/damaged AVM-card

(v) Electrical keys (per key)

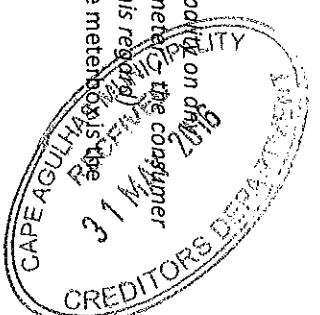
(vi) The meter box and/or the ready board is the owners responsibility

4.5 Damage to Council property:
Actual cost of material, labour and machinery plus a 15% administrative fee (plus VAT) or as mentioned in 4.2(ii) above

4.6 Special disconnections / meter readings:

4.7 Default payment / reconnection fees:

(i) By blocking of service upon defaulting of payment for services (after hours: the above fee x 4)



(ii)	By heraansluiting (nuwe verbruiker na tydelike afsluiting) (na-ure: bogemelde tarief x 4)	87.72	12.28	100.00	(ii)	Upon re-connection (new consumer after temporary disconnection) (after hours: the above fee x 4)
4.8	<u>Verbruikersdeposito's: Elektrisiteit:</u>				4.8	<u>Consumer deposits: Electricity:</u>
(i)	Grootmaatverbruikers en besigheidspersele: - 'n Bankwaarborg of kontantdeposito gelykstaande aan twee (2) maande se elektrisiteitsrekening met 'n minimum deposito gelykstaande aan die deposito soos vasgestel in (ii) hierna.				(i)	Bulk consumers and business sites: - A bank guarantee or cash deposit equal to two (2) month's Electricity account with a minimum deposit as set out in (ii) below.
(ii)	Residensiële persele Die deposito in (i) en (ii) hierbo word verdubbel waar 'n aansoeker insolvent of onder administrasie is.	700.00			(ii)	Residential sites In cases where the applicant is insolvent or under administration, double the deposit in (i) and (ii) above, is payable.
(iii)	Deposito-opbataling by wanbetaling van rekening waar 'n verbruiker aanspreeklik gehou word vir die betaling van 'n wanbetalersfooi soos op snylysdatum: - Residensiële persele - Alle ander verbruikers {met dien verstande dat die deposito-opbataling betaalbaar sal wees totdat die verbruiker se deposito gelykstaande is aan minstens twee (2) maande se rekening, met 'n minimum van die standaard deposito soos vasgestel in (ii) hierbo}.	100.00 252.00			(iii)	Increase in deposit payment in cases where the consumer is held responsible for the payment for a default fee as on default payment list: - Residential sites - All other consumers {Provided that the increase in deposit payment is payable until the consumer's deposit is equal to at least two (2) months' electricity account, with a minimum of the standard deposit in (ii) above}.
	Geen deposito op pre-paid meters word verlang nie. Gelde soos vasgestel in 4.1 tot 4.8 hierbo, is streng vooruitbetaalbaar.					No deposit on pre-paid meters. Fees as set out in 4.1 to 4.8 above is payable in advance.
4.9	<u>Gelde vir die verskaffing van elektrisiteit</u>				4.9	<u>Fees for electricity supply</u>
4.9.1	<u>Tarief A: Grootmaatverbruikers</u>				4.9.1	<u>Tariff A: Bulk consumers</u>
4.9.1.1	<u>Tarief A1 (11 000V Hoogspanning):</u>				4.9.1.1	<u>Tariff A1 (11 000V)</u>
(i)	Beskikbaarheidsgelde: Per kVA werklik aangevra {Tarief uitgesluit by (ii) hieronder}	5.55	0.78	6.33	(i)	Availability fee: Demand charge per kVA actually requested {Tariff excluded from (ii) hereafter}
(ii)	Per kVA werklik gebruik per maand {Tarief uitgesluit by (i) hierbo reeds uitgesluit}	91.59	12.82	104.41	(ii)	Per actual KW consumed per month {Demand tariff as in (i) above, already excluded}



(iii)	Energieprys (C/kWh verbruik)	0.64760	0.09066	0.73826
4.9.1.2	<u>Tarief A2 (380/220V Laagspanning):</u>			
(i)	Beskikbaarheidseelde: Per kVA werklik aangevra {Tarief uitgesluit by (ii) hieronder}	5.55	0.78	6.33
(ii)	Per kVA werklik gebruik per maand {Aanvraagtarief soos in (i) hierbo reeds uitgesluit}	118.56	16.60	135.16
(iii)	Energieprys (C/kWh verbruik)	0.64760	0.09066	0.73826
4.9.2	<u>Tarief B: Kleinkragverbruikers (Beslthede en gaste huise ingesluit):</u>			
	<i>Kleinkragverbruikers word 'n maksimum aanvraag van 50 kVA (80Amp) toegestaan waarna die verbruiker op sy eie koste oorgeskakel sal word na 'n grootmaat-verbruiker.</i>			
(i)	Beskikbaarheidsooi (per meteraan sluiting):			
	- Enkelfase per Amp	8.70	1.22	9.92
	Energieprys (C/kWh verbruik):			
	- Per kWh	1.24090	0.17373	1.41463
	- Drie-fase per Amp	24.75	3.47	28.22
	Energieprys (C/kWh verbruik):			
	- per kWh	1.24090	0.17373	1.41463
(ii)	Voorafbetaalde meter	1.60160	0.22422	1.82582
	Slegs tot <u>maksimum</u> aanvraag van 20 Amp - Enkelfase			
(iii)	Bo 20 Amp	8.70	1.22	9.92
	Beskikbaarheidsooi bo 20 Amp	21.61	3.03	24.64
	Enkelfase per Amp			
	Drie-fase per Amp			
	Energieprys (c/kWh verbruik)	1.24090	0.17373	1.41463

(iii)	Energy price (c/kWh consumed)			
4.9.1.2	<u>Tariff A2 (380/220V):</u>			
(i)	Availability Fee: Demand charge per kVA actually requested {Tariff excluded from (ii) hereafter}			
(ii)	Per actual KW consumed per month {Demand tariff as in (i) above, already excluded}			
(iii)	Energy Price (c/kWh consumption)			
4.9.2	<u>Tariff B: Small consumer (Businesses, including guest houses)</u>			
	<i>Small electricity consumers can apply for a maximum of 50 KW (80 Amp) after which the consumer can change over to a bulk consumer at his/her own cost.</i>			
(i)	Availability fee (per meter connection):			
	- Single phase per Amp			
	Energy price (c/kWh consumption):			
	- per kWh			
	- Triple phase per Amp			
	Energy price (c/kWh consumption):			
	- per kWh			
(ii)	Pre-paid meter			
	Only for <u>maximum</u> supply demand of 20 Amp – single phase			
(iii)	Over 20 Amp			
	Availability fee above 20 Amp			
	Single Phase per Amp			
	Triple phase per Amp			
	Energy price (c/kWh consumption)			



Die kooppewys verval na 3 maande met geen vervanging

4.9.3 Tarief C1: Huishoudelik (konvensionele meters)

Slegs tot MAKSIMUM aanvraag van 20 Amp-

(i) Enkelfase

Energieprys (c/kWh verbruik):

- 1 tot 50 kWh	0.95363	0.13351	1.08714
Bo 50,1 kWh tot 350 kWh	1.14689	0.16056	1.30745
Bo 350,1 kWh tot 600 kWh	1.60085	0.22412	1.82497
Bo 600 kWh	1.80686	0.25296	2.05982

50kWh gratis per maand vir arm huishoudings soos per register – nie oordraagbaar nie. Verval indien aanvraag gewysig word vanaf 20 amp.

(ii) Besikikbaarheidsfooi (per metaaraansluiting)

(Geen beskikbaarheidsfooi vir 20 amp aansluiting

- Enkelfase per Amp (Maksimum 70 Amp)

- Drie-fase per Amp (Maksimum 60 Amp/fase)

(iii) Energieprys (c/kWh verbruik)

- 1 tot 50 kWh	0.84925	0.11890	0.96815
- Bo 50,1 kWh tot 350 kWh	1.09000	0.15260	1.24260
- Bo 350,1 kWh tot 600 kWh	1.54677	0.21655	1.76332
- Bo 600 kWh	1.83762	0.25727	2.09489

50 kWh gratis per maand vir arm huishoudings soos per register – nie oordraagbaar nie. Verval indien aanvraag gewysig word vanaf 20 amp.

4.9.4 Tarief C2: Huishoudelik (voorafbetalde meters)

Slegs tot MAKSIMUM aanvraag van 20 Amp -

(i) Enkelfase

Energieprys (c/kWh verbruik):

- 1 tot 50 kWh	0.95363	0.13351	1.08714
Bo 50,1 kWh tot 350 kWh	1.14689	0.16056	1.30745
Bo 350,1 kWh tot 600 kWh	1.60085	0.22412	1.82497
Bo 600 kWh	1.80686	0.25296	2.05982

The purchase voucher expires after 3 months without any refund

4.9.3 Tariff C1: Domestic (conventional meters)

Only for MAXIMUM supply demand of 20 Amp-

(i) Single phase

Energy price (c/kWh consumption)

- 1 to 50 kWh	- 1 to 50 kWh
Above 50,1 kWh to 350 kWh	Above 50,1 kWh to 350 kWh
Above 350,1 kWh to 600 kWh	Above 350,1 kWh to 600 kWh
Above 600 kWh	Above 600 kWh

50kWh free for indigent households as per register – not transferable. Expires when demand increases from 20 amp.

(i) Availability fee (per meter connection)

- Single phase per Amp (maximum 70 amp)
- Triple phase per Amp (Maximum 60 Amp/phase)

Energy price (c/kWh consumption)

- 1 to 50 kWh	- 1 to 50 kWh
- Above 50,1 kWh to 350 kWh	- Above 50,1 kWh to 350 kWh
- Above 350,1 kWh to 600 kWh	- Above 350,1 kWh to 600 kWh
- Above 600 kWh	- Above 600 kWh

50 kWh free for indigent households as per register – not transferable. Expires when demand increases from 20 amp.

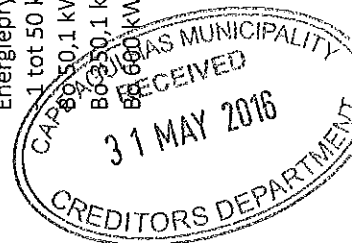
4.9.4 Tariff C2: Domestic (pre-paid meters)

Only for MAXIMUM supply demand of 20 Amp -

(i) Single phase

Energy price (c/kWh consumption)

- 1 to 50 kWh	- 1 to 50 kWh
Above 50,1 kWh to 350 kWh	Above 50,1 kWh to 350 kWh
Above 350,1 kWh to 600 kWh	Above 350,1 kWh to 600 kWh
Above 600 kWh	Above 600 kWh



50kWh gratis per maand vir armhoudings soos per register – nie oordraagbaar nie. Verval indien aanvraag gewysig word vanaf 20 amp.

Die kooppewys verval na 3 maande met geen vervanging.

(ii)

Besikbaarheidsfooi (bo 20 Amp maks. Aanvraag)

- Van toepassing op alle meters, ongeag wanneer die meter geïnstalleer is.
- Enkelfase per Amp
- 3 Fase

5.84	0.82	6.66
16.29	2.28	18.57

Energieprys (c/kWh) verbruik:

- 1 tot 50 kWh	0.84925	0.11890	0.96815
Bo 50,1 kWh tot 350 kWh	1.09000	0.15260	1.24260
Bo 350,1 kWh tot 600 kWh	1.54677	0.21655	1.76332
Bo 600 kWh	1.83762	0.25727	2.09489

50 kWh gratis per maand vir armhoudings soos per register – nie oordraagbaar nie
Verval indien aanvraag gewysig word vanaf 20 amp.

Die kooppewys verval na 3 maande met geen vervanging

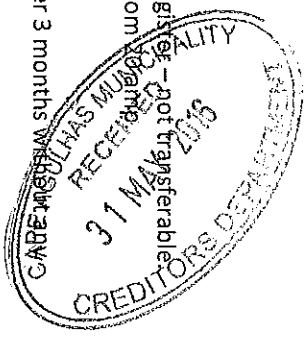
*Indien daar nie vir die aansluiting betaal is nie kan die Amp eers verhoog word na betaling van die volle aansluitingsfooi.
(alle informele en HOP huise wat deur die Raad of INEP fondse gratis gedoen is)*

4.9.5

Tarief D: Openbare skole/koshuise en liefdadigheids- /welsynsorganisasies

Slegs van toepassing op persele wat uitsluitlik vir bogemelde doeleindes aangewend word:

50kWh free for indigents as per register – not transferable
Expires when demand increases from 20amp
The purchase voucher expires after 3 months without a refund.



(ii)

Availability fee (above 20 Amp supply demand)

- For all meters, regardless when the meter was installed.
- Single phase per Amp

Energy price (c/kWh consumption)

- 1 to 50 kWh
Above 50,1 kWh tot 350 kWh
Above 350,1 kWh to 600 kWh
Above 600 kWh

50 kWh free for indigents as per register..
Expires when demand increases from 20 amp.

The purchase voucher expires after 3 months without any refund

*Where the connection fee has not been settled, the Amp can only be increased once the full connection fee has been received
(all informal and RDP houses done for free by Council or INEP funds)*

4.9.5

Tariff D: Public schools/hostels/charity and welfare organisations

Only applicable to sites which are used solely for the above-mentioned purposes:

(i)	Besikbaarheidsfooi (per metaaraansluiting): - Enkelfase per Amp - Drie-fase per Amp	8.70 21.61	1.22 3.03	9.92 24.64	(i) Availability fee (per meter connection): - Single phase per Amp - Triple phase per Amp
(ii)	Energieprys (c/kWh verbruik) - per kWh	1.24090	0.17373	1.41463	(ii) Energy price (c/kWh consumption) - per kWh
(iii)	Voorafbetaalde meter Tot 'n MAXIMUM aanvraag van 20 Amp – Enkelfase	1.60160	0.22422	1.82582	(iii) Pre-paid meter Only for MAXIMUM supply demand of 20 Amp – Single phase
(iv)	Voorafbetaalde meter bo 20 Amp Besikbaarheidsfooi soos in 4.9.5(i) Energieprys soos 4.9.5(ii)				(iv) Pre-paid above 20 Amp Availability fees as in 4.9.5(i) Energy price as in 4.9.5(ii)
	Die koopbewys verval na 3 maande met geen vervanging				The purchase voucher expires after 3 months without any refund
4.9.6	<u>Tarief E: Landbouhoewes /-sonering</u> <i>Slegs van toepassing op persele wat uitsluitlik vir bogemele doeleindes gesoneer en aangewend word</i>				4.9.6 <u>Tariff E: Agricultural smallholdings/-zoning</u> <i>Only applicable to premises used solely for the above- mentioned purposes and zoning</i>
(i)	Besikbaarheidsfooi (per metaaraansluiting) - Enkelfase per Amp - Drie-fase per Amp	5.40 16.20	0.76 2.27	6.16 18.47	(i) Availability fee (per meter connection) - Single phase - Triple phase
(ii)	Energieprys (c/kWh verbruik) - per kWh - Voorafbetaalde meter Slegs tot MAXIMUM aanvraag van 20 Amp – Enkelfase	1.24090 1.60160	0.17373 0.22422	1.41463 1.82582	(ii) Energy price (c/kWh consumption) - per kWh - Pre-paid meter Only for MAXIMUM supply demand of 20 Amp – Single phase
(iii)	Bo 20 Amp Besikbaarheidsfooi bo 20 Amp soos in 4.9.6(i) - Energieprys (c/kWh verbruik) Die koopbewys verval na 3 maande geen vervanging	1.24090	0.17373	1.41463	(iii) Over 20 Amp Availability fee above 20 Amp as in 4.9.6(i) - Energy price (c/kWh consumption) The purchase voucher expires after 3 months without any refund
4.9.7	<u>Tarief F: Diverse Tariewe</u>				4.9.7 <u>Tariff F: Sundry Tariffs</u>



(i)	Telefoonhokkies (per maand/hokkie)	55.00	7.70	62.70
(ii)	Advertensietekens (per maand/teken)	147.61	20.67	168.28
(iii)	Kerktoering	92.00	12.88	104.88
(iv)	Sportklubs: per kWh verbruik - konvensionele meter - voorafbetaalde meter	1.38980 1.38980	0.19457 0.19457	1.58437 1.58437
(v)	Tydlike aansluiting (Asla, Vodacom torings & ander instansies)	1.60125	0.16244	1.32269
(vi)	Elektrisiteitspunt op publieke oop ruimtes per dag per punt			45.00
(vii)	Elektrisiteitspunt sleuteldeposito			130.00
(viii)	Digger/Loader per uur	400.00	56.00	456.00
(ix)	High-up/Cherry picker per uur	415.00	58.10	473.10
(x)	Kraan vrasmotor per uur	680.00	95.20	775.20
(xi)	40 kVa kragopwekker per uur - Vaste koste vir op- & ontkoppel	100.00	14.00	114.00 550.00
(xii)	60 kVa kragopwekker per uur - Vaste koste vir op- & ontkoppel Kragopwekkers word slegs verhuur vir funksies tydens "loadshedding", geen algemene gebruik	110.00	15.40	125.40 550.00
4.9.8	<u>Tarief G: Municipale Doeleindes</u>			
(i)	- per kWh	1.24087	0.17372	1.41459
4.9.9	<i>Die beskikbaarheidsfooi soos voorgeskryf, word gehef ten opsigte van elke afsonderlike elektrisiteitsaansluiting of erf.</i>			

(i)	Telephone cubicles (per month/per cubicle)			
(ii)	Advertising signs (per month) / per sign			
(iii)	Church Tower			
(iv)	Sportklubs: per kWh consumption: - conventional meter - pre-paid meter			
(v)	Temporary connection (Asla, Vodacom towers & other institutions)			
(vi)	Electricity point on public open spaces per day per point			
(vii)	Electricity key deposit			
(viii)	Digger/Loader per hour			
(ix)	High-up/Cherry picker per hour			
(x)	Crane truck per hour			
(xi)	40 kW generator per hour - Fixed cost for connection and disconnection			
(xii)	60 kW generator per hour - Fixed cost for connection and disconnection Generators only for rent for functions during loadshedding, no general use			
4.9.8	<u>Tariff G: Municipal Usage</u>			
(i)	- per kWh			
4.9.9	<i>The availability fee as prescribed, is levied for each separate electricity connection or erf.</i>			



Indien twee of meer geboue of strukture op dieselfde erf net deur een meter-aansluiting van elektrisiteit voorsien word, word die geregistreerde eienaar van sodanige eiendom aanspreeklik gehou vir die betaling van die voorgeskrewe gelde.

Waar 'n meter ter eniger tyd gedurende die maand op 'n eiendom geïnstalleer word, word die beskikbaarheidsfooi vir sodanige maand en die hoeveelheid elektrisiteit wat vir sodanige maand gebruik word, bereken op die grondslag dat enige deel van die maand as een maand beskou word.

Die gratis toekenning van 50 kWh per maand (huishoudelik soos in 4.9.3 en 4.9.4 hierbo bepaal) word slegs toegestaan per gemeterde verbruikerspunt en die ongebruikte gedeelte van dié 50 kWh per maand, sal nie oordraagbaar wees na 'n daaropvolgende maand nie. Verval indien aanvraag gewysig word vanaf 20 amp

5. BESKIBAARHEIDSGELDE

**** Hierdie tariewe is nie van toepassing op eiendomme van die Raad nie tensy sodanige eiendom verhuur word, in welke geval die Huurder aanspreeklik is vir die betaling van die toepaslike gelde.**

**** Begraafplase in privaat besit word vrygestel van die betaling van ondergemelde gelde, onderhewig daaraan dat die betrokke eiendom uitsluitlik vir dié doel aangewend word, tensy 'n elektriese-, water- en/of rioolaansluiting bestaan, in welke geval die toepaslike voorgeskrewe fooie betaalbaar is.**

5.1 Onbeboude eiendomme:

Die onderstaande maandelikse gelde is betaalbaar deur die geregistreerde eienaar van 'n onbeboude eiendom, en in die geval van persele wat van die Raad gehuur word, die huurder van sodanige perseel, wat nie by die Raad se elektrisiteitstoeverstelsel, watertoeverstelsel en die rioleringsnetwerk aangesluit is nie maar wat na die Raad se mening redelikerwys aldus aangesluit kan word, en deur die eienaar van die eiendom (huurder in geval van 'n raadseiendom) wat nie van die Raad se wulvisverwyderingsdiens en/of suigtenkpompiens (laasgenoemde in die geval van 'n onbeboude eiendom) gebruik maak nie, maar redelikerwys daarvan gebruik kan maak.

If more than one building or structure are situated on the same erf and are serviced by one common meter, the registered owner of the erf will be held accountable for the whole account.

If a meter is installed at any time of the month, the availability fee will be charged as if for a whole month – this is applicable to consumption as well.

The free units of 50 kWh allocated (domestic as described in 4.9.3 and 4.9.4 above) are only for a metered consumer point and the unused kWh units of the allocated 50 kWh per month may not be transferred to the next month. Expire if demand is amended from 20 amp

5. AVAILABILITY FEES

**** These tariffs shall not apply to properties of the Council, unless such property is let by the Council, in which case the lessor will be liable to pay the prescribed tariffs.**

**** Private cemeteries will be exempted from the payment of the below-mentioned tariffs provided that the property is utilized solely for this purpose, except where an electrical-, water- and/or sewerage connection exists, in which case the prescribed tariffs will apply.**

5.1 Vacant plots:

The below-mentioned monthly fees are payable by the registered owner of a vacant plot, as well as in the case of sites rented from the Council, by the lessor of the said site that is not connected to the Council's electricity-, water and/or sewerage supply network, but which in the opinion of the Council can be connected to said network, and by the owner of the property (lessor in the case of Council property) that does not make use of Council's refuse removal and/or septic tank pumping service.

5.1.1	<u>Elektrisiteitsbeskikbaarheidsgelde</u>			
(i)	Alle ongeboue individuele persele	118.35	16.57	134.92
5.1.2	<u>Waterbeskikbaarheidsgelde</u>			
(i)	Alle ongeboue individuele persele	102.00	14.28	116.28
5.1.3	<u>Rioolbeskikbaarheidsgelde</u>			
(i)	Alle ongeboue individuele persele	78.00	10.92	88.92
5.1.4	<u>Afvalverwyderingsbeskikbaarheidsgelde</u>			
(i)	Alle ongeboue individuele persele	81.30	11.38	92.68
5.1.5	<u>Suijtentk-/septiese tenk diens beskikbaarheidsgelde</u>			
(i)	(Slegs ten opsigte van geboue persele) Alle individuele geboue persele wat deur 'n suijt/septiese tenk bedien word) {Tariewe is nie van toepassing op erwe wat weens hul beperkte grootte ingevolge die dorpsaanlegskema/bouregulasies nie gebou kan word nie}	12.50	1.75	14.25

5.2 Beboude Eiendomme:

Indien die water-, elektrisiteitsvoevoer, riool- en/of vuilnisverwyderingsdiens na 'n eiendom wat aangesluit is, op versoek van 'n okkuperder of die eienaar van sodanige eiendom gestaak word omrede sodanige eiendom vir 'n bepaalde tyd of onbepaalde tydperk nie geokkuper of gebruik gaan word nie, moet die eienaar van sodanige eiendom aan die Raad die toepaslike dienstariewe soos in par. 1 en 2 en die beskikbaarheidsgelde soos in par 3 en 4 hierbo vasgestel, betaal vir elke maand of gedeelte van 'n maand wat sodanige eiendom nie aldus geokkuper of gebruik word nie.

6. INFRASTRUKTUURBYDRAES

** Die datum waarop betaling van die infrastruktuurbydraes gemaak word, sal die geldende tariewe bepaal.

Gelde is betaalbaar by aansoek om Klaringsertifikaat (Artikel 118 van Stelselwet)

** Infrastruktuurbydraes is betaalbaar deur:

5.1.1	<u>Electricity Availability Fees</u>	
(i)	All individual vacant plots	
5.1.2	<u>Water availability fees</u>	
(i)	All individual vacant plots	
5.1.3	<u>Sewerage availability fees</u>	
(i)	All individual vacant plots	
5.1.4	<u>Refuse removal availability fees</u>	
(i)	All individual vacant plots	
5.1.5	<u>Septic / conservancy tank availability fees</u>	
(i)	(Only for plots with improvements) All individual plots serviced with a septic/conservancy tank {Tariffs are not applicable on erven / plots that due to their size, cannot be built on in terms of the town zoning and building regulations}	

5.2 Improved property

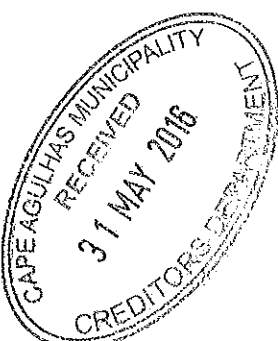
In instances where the water-, electricity, sewerage and/or refuse removal services are terminated on the request of the owner or occupant of the said site in cases where the site will not be occupied for a specified or unspecified period the owner of the site must pay to the Council the relevant service tariffs as set out in paragraph 1 and 2 as well as the availability fee set out in 3 and 4 above, for each month or part of a month that the site is not occupied or used.

6. INFRASTRUCTURE CONTRIBUTIONS

** The date on which payment of infrastructure contributions are made determines the tariffs applicable.

** Payment due on application for Clearance Certificate (Section 118 of Systems Act)

** Infrastructure contributions are payable by:



- Ontwikkelaars ten opsigte van elke erf;
 - ontwikkeling van hoë digtheids en/of groepbehuising, ten opsigte van elke gebou-eenheid;
 - by onderverdeling, ten opsigte van elke addisionele erf;
 - elke addisionele wooneenheid (maks. 120 m²) op 'n residensiële erf (verwys 6.5 hieronder).
- Die infrastruktuurbydrae word bereken ten opsigte van elke erf of elke gebou-eenheid wat op sodanige erf opgerig word/staan te word, watter een ookal die meeste is. In die geval van hoë digtheids- en/of groepsbehuising ontwikkelings, word die bydraes bereken by indiening van die bouplanne.

6.1 Residensiële en nie-residensiële erwe/geboue:

(i)	Riolerings/-Sanitasiediens	12 438.60	1 741.40	14 180.00
(ii)	Vullisverwerking / reinigingsdiens	1 692.98	237.02	1 930.00
(iii)	Waterdiens	9 149.12	1 280.88	10 430.00

6.2 Residensiële erwe / geboue

(i)	Elektrisiteitsdiens asook tweede wooneenhede en onderverdelings	3 885.96	544.04	4 430.00
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6.3 Nie-residensiële erwe / geboue:

- (i) Elektrisiteitsdiens: Die bydrae soos in 6.2(i) hierbo is ten opsigte van elke 4,0 kVA van die verklaarde maksimum aanvraag waarvoor aansoek gedoen word

- 6.4 Waar 'n elektrisiteitsverbruiker aansoek doen vir 'n toevoer van meer as een (1) MVA, sal bogemelde elektrisiteitsbydrae nie betaalbaar wees nie. Die toepasslike bydrae soos deur die Raad se Raadgewende Ingenieurs bereken, sal in hierdie geval betaalbaar wees.

6.5 Infrastruktuurbydraes vir oprigting van 'n tweede

wooneenheid:

- Developers, in respect of each plot;
- development of high density and/or group housing, in Respect of each building unit;
- each subdivision, in respect of each additional plot;
- each additional housing unit (max. 120 m²) on a residential plot (refer 6.5 below);

The infrastructure contribution will be calculated in respect of each erf or each additional building unit to be erected on such plot, whichever is the greatest. In the case of high density and/or group housing developments, the contribution will be calculated when building plans are submitted.

6.1 Residential and non-residential plots/buildings:

(i)	Sewerage/Sanitation service	
(ii)	Refuse processing / cleansing service	
(iii)	Water Service	

6.2 Residential plots / buildings

- (i) Electricity service as well as second dwellings and subdivision

6.3 Non-residential plots/buildings:

- (i) Electricity service: the contribution stated in 6.2(i) above is in respect of each 4,0 kVA of the declared maximum demand applied for.

- 6.4 When an electricity user applies for supply of more than one (1) MVA, the above-mentioned electricity contribution is not payable. In such case, the relevant contribution as calculated by the Council's Consulting Engineers will be payable.

6.5 Infrastructure contribution: Erection of an additional housing unit:



Onderstaande infrastruktuurbydrae is betaalbaar by die goedkeuring van 'n vergunningsgebruik vir die oprigting van 'n addisionele wooneenheid (maks. 120²) op 'n residensiële erf

(en betaalbaar voor konstruksie begin):

Tariewe BTW lng/ Tariffs incl VAT

- tot 50 m² vloeroppervlak: gelykstaande aan 20% van/of 6.1 en/and 6.2
- 51 m² tot 80 m² vloeroppervlak: gelykstaande aan 30% van/of 6.1 en/and 6.2
- 81 m² tot 120 m² vloeroppervlak (maks.): 50% van/of 6.1 en/and 6.2 gelykstaande aan

6.6.1 Ontwikkelaars moet die totale koste dra van die uitbreiding/opgradering van eksterne dienste wat nodig is om in die dienste-behoeftes van die spesifieke ontwikkeling te kan voorsien volgens die Raad se spesifikasies; en

6.6.2 Waar ontwikkelaars die totale toepaslike bykomende uitbreiding en/of opgradering van die eksterne infrastruktuur tot bevestiging van die Raad aanbeiding het, sal die infrastruktuurbydrae dienoooreenkomstig verminder word; met dien verstande dat die vermindering beperk word tot 'n bedrag gelykstaande aan die totale bydrae(s) betaalbaar.

6.7 Rioolskema ontwikkelingsbydrae: Waenhuiskrans, Struisbaai, L'Agulhas en Suiderstrand:

Ten opsigte van alle nuwe ontwikkelings en by onder- 8 052.63 1 127.37 9 180.00 verdeling van bestaande erwe, 'n ontwikkelingsbydrae vir die daarstelling van 'n rioleringsnetwerk: per erf

6.8 Infrastruktuurbydraes word gestort in die Raad se Infrastruktuurreserwefonds en dié gelde sal, soos en wanneer nodig, slegs aangewend word vir die uitbreiding/opgradering van die eksterne infrastruktuur van riolering/sanitasie-, vullisverwerking/reinigings-, water- en elektrisiteitsdienste.

7. HEFFINGS VIR MEESTERBEPLANNING VAN WATERDIENSTE:

An infrastructure contribution equal to the following, is payable upon approval of a concessional use for the erection of an additional housing unit (max. 120 m²) on a residential plot (and payable before construction starts):

- up to 50 m²: equal to
- 51 m² up to 80 m²: equal to
- 81 m² up to 120 m² (max.): equal to

6.6.1 Developers are to bear the total cost of the extension/upgrading of external services required to meet the service needs of the specific development according to Council specifications, and

6.6.2 Once developers have completed the total applicable additional extension and/or upgrading of the external infrastructure to the Council's satisfaction, the infrastructure contributions will be reduced accordingly; provided that the reduction is limited to the total amount of the contribution(s) payable.

6.7 Sewerage development contribution: Waenhuiskrans, Struisbaai, L'Agulhas and Suiderstrand:

New developments and upon subdivision of existing plots; a development contribution for the establishment of a sewerage network: per plot

6.8 Infrastructure contribution are deposited into the Council's Infrastructure Reserve Fund and these monies will, as and when necessary, only be utilized for the extension or upgrading of the external infrastructure of sewerage/ sanitation, refuse processing and cleansing, water and electricity services.

7. LEVIES FOR MASTER PLANNING OF WATER SERVICES:

Heffings betaalbaar deur ontwikkelaars vir meester-bepanning van waterdienste waar die ontwikkeling uit meer as vyf (5) erwe bestaan/sal bestaan, en betaalbaar by indiening van sodanige aansoek:

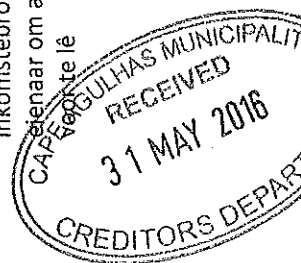
- 6 tot 10 erwe	5 289.47	740.53	6 030.00
- 11 tot 25 erwe	8 815.79	1 234.21	10 050.00
- 26 tot 50 erwe	12 438.60	1 741.40	14 180.00
- 51 tot 100 erwe	14 131.58	1 978.42	16 110.00
- 101 tot 250 erwe	15 947.37	2 232.63	18 180.00
- 251 tot 500 erwe	17 631.58	2 468.42	20 100.00
- 501 tot 2000 erwe	20 842.11	2 917.89	23 760.00
- 2001 tot 5000 erwe	22 570.18	3 159.82	25 730.00
- 5001 en meer erwe	24 184.21	3 385.79	27 570.00

8. EIENDOMSBELASTING & BOUKLOUSULE / GELIKWIDEERDE SKADEVERGOEDING

(i)	Residensieel Ontwikkeld	R	0.006541	R	0.006541
(ii)	Residensieel Vakant (bouklousules)		0.006541		0.006541
(iii)	Besigheid en Kommerisieel		0.006826		0.006826
(iv)	Industrieel		0.006826		0.006826
(v)	Organisasies tot voordeel van die gemeenskap		0.001636		0.001636
(vi)	Staatsbesit		0.006826		0.006826
(vii)	Landbou – bona fide		0.001636		0.001636
(viii)	Landbou - Residensieel		0.006541		0.006541
(ix)	Landbou – Besigheid en Kommerisieel		0.006826		0.006826
(x)	Landbou - Ander		0.006541		0.006541
(xi)	Ander		0.006541		0.006541

2 Bona fide landbou eiendomme [verwys (vii) hierbo]:

Bona fide landbou eiendomme word beperk tot daar-die eiendomme wat vir bona fide landboudoeleindes gebruik word en waar hoofsaaklik alledaagse land-boubedrywighede plaasvind as primêre inkomstebron vir die boer – die onus rus op die eienaar om afdoende bewys daarvan aan die Raad te leë



Levies betaalbaar by ontwikkelaars vir meester-bepanning van waterdienste waar die ontwikkeling uit meer as vyf (5) plots, betaalbaar op indiening van sodanige aansoek:

- 6 tot 10 plots	5 289.47	740.53	6 030.00
- 11 tot 25 plots	8 815.79	1 234.21	10 050.00
- 26 tot 50 plots	12 438.60	1 741.40	14 180.00
- 51 tot 100 plots	14 131.58	1 978.42	16 110.00
- 101 tot 250 plots	15 947.37	2 232.63	18 180.00
- 251 tot 500 plots	17 631.58	2 468.42	20 100.00
- 501 tot 2000 plots	20 842.11	2 917.89	23 760.00
- 2001 tot 5000 plots	22 570.18	3 159.82	25 730.00
- 5001 en meer plots	24 184.21	3 385.79	27 570.00

8. RATES & BUILDING CLAUSE / LIQUIDATED RE- IMBURSEMENTS

(i)	Residensieel Ontwikkeld	
(ii)	Residensieel Vakant (Building Clauses)	
(iii)	Business & Commercial	
(iv)	Industrial	
(v)	Public Benefit Organisations	
(vi)	State owned	
(vii)	Agricultural – Bona fide	
(viii)	Agricultural - Residential	
(ix)	Agricultural – Business & Commercial	
(x)	Agriculture - Other	
(xi)	Other	

2 Bona fide agricultural properties [refer par (vii) above]:

Bona fide agricultural properties are limited to properties mainly utilized for ordinary daily agricultural purposes by a farmer(s) as the primary source of income for the farmer – the responsibility lies with the owner of the property to supply the Council with conclusive proof.

Kortings op eiendomsbelasting vir eiendomme soos in (i) hierbo:

Die toestaan van kortings is onderworpe aan die volgende perke en voorwaardes:

{Onderstaande R-skale is hersienbaar ooreenkomstig ouderdomspensioene (Staat-) soos van toepassing op 1 Julie van die betrokke boekjaar}:

- * Bruto inkomste: vanaf R 0 tot R18 000 p.j.
{40% korting op (i) hierbo}
- * Bruto inkomste: vanaf R18 001 tot R27 000 p.j.
{30% korting op (i) hierbo}
- * Bruto inkomste: vanaf R27 001 tot R36 000 p.j.
{20% korting op (i) hierbo}
- Pensioenarisse ouer as 75 jaar
- * Bruto inkomste: vanaf R 0 tot R18 240 p.j.
{40% korting op (i) hierbo}
- * Bruto inkomste: vanaf R18 241 tot R27 360 p.j.
{30% korting op (i) hierbo}
- * Bruto inkomste: vanaf R27 361 tot R36 480 p.j.
{20% korting op (i) hierbo}
- * Bruto inkomste: R0 tot onbeperk p.j.
(10% korting op (i) hierbo)

En verder onderworpe daaraan dat:

- * aansoeke jaarliks voor/op 15 Mei van die voorafgaande boekjaar ingedien word;
- * die applikant(e) die geregistreerde alleeneienaar/gesamentlike alleeneienaars moet wees van die enkelresidensiële perseel waarop slegs een wooneenheid bestaan;
- * die applikant(e) die woning self bewoon;
- * die applikant(e) 60 jaar en ouer is op 1 Julie van die betrokke boekjaar;
- * waar die woning gesamentlik besit word (eggenotes), moet minstens een van die partye 60 jaar en ouer wees op 1 Julie van die betrokke boekjaar.

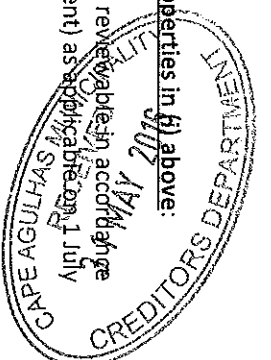
Rebate on property rates for properties in (i) above:

(The scales mentioned below are reviewable in accordance with old age pensions (Government) as applicable on 1 July for the said financial year)

- * Income: R 0 to R18 000 p.a.
{40% rebate on (i) above}
- * Income: R18 001 to R27 000 p.a.
{30% rebate on (i) above}
- * Income: R27 001 to R36 000 p.a.
{20% rebate on (i) above}
- Pensioners older than 75 years
- * Income: R 0 to R18 240 p.a.
{40% rebate on (i) above}
- * Income: R18 241 to R27 360 p.a.
{30% rebate on (i) above}
- * Income: R27 361 to R36 480 p.a.
{20% rebate on (i) above}
- * Income: R0 to Unlimited p.a.
(10% rebate on (i) above)

Qualification for the above-mentioned rebates in (iv) above are subject to the following:

- * applications must be submitted before 15 May of the preceding financial year;
- * applicants must be the registered owner or joint owners of a single residential site with only one residential unit on it;
- * the applicant must reside on the premises;
- * the applicant must be 60 years or older on 1 July of the Financial Year;
- * where the property is jointly owned (spouses) at least one of the applicant(s) must be aged 60 years or older on 1 July of the financial year in question.



4 Belasbare eiendom wat vir vrystelling van belasting kwalifiseer:

Vrystelling van belasting word verleen ten opsigte van belasbare eiendom wat:
Volgens die wet op eiendomsbelasting Wet no 6 van 2004 en soos vervat in die Belastingbeleid wat jaarliks hersien word.

5	Voorsiening vir redes (artikel 53(2) vir waardasie per erf. Slegs van toepassing op besware – nie appèlsake	342.11	47.89	390.00
6	Herwaardasie versoek (artikel 78(1)(e) en (f)			
	- Dorpsgebied	684.21	95.79	780.00
	- Landelike gebied	1 412.28	197.72	1 610.00

9. (i) "VERWYS NA TREKKER" – TJEKS, EN (ii)

ELEKTRONIESE INBETALINGS

(i) Indien tjeks "verwys na trekker" van die bank terugontvang word, sal 'n administratiewe fooi van R200,00 onmiddellik teen die verbruiker/belastingbetaler se rekening gehef word en sal dié bedrag, plus die bedrag waarvoor die tjek aanvanklik uitgemaak was, op aanvraag betaalbaar wees. Toekomstige betalings sal slegs in kontant aanvaar word.

(ii) Indien 'n foutiewe of geen verwysingsnommer verstrek word tydens elektroniese oorbetalings nie, sal 'n administratiewe fooi van R150,00 onmiddellik teen die verbruiker/belastingbetaler se rekening gehef word en dié bedrag sal op aanvraag betaalbaar wees.

10. BETALING VAN RENTE OP AGTERSTALLIGE REKENINGE

(i) Behoudens die bepalinge van enige verordening wat in die Munisipale gebied van krag is of van enige ander Wet waar kragtens enige heffing of bedrag wat deur die raad vasgestel is vir enige gerief, fasiliteit, vermoëlikheid, uitstalling, vertoning of anderszins wat deur hom ingestel of verskaf is, verskuldig en betaalbaar word op 'n

4 Immovable property qualifying for exemption from rating:

The following immovable property shall qualify for exemption from rating:

According to the municipal property rates Act no 6 of 2004 and the Council's rates policy which is reviewed annually.

5 Reason for decisions regarding to objections Section 53(2) – Only objections not appeals

6 Request for re-evaluation (Section 78(1)(e) and (f)

- Township
- Rural area

9. (i) "REFER TO DRAWER" CHEQUES, AND (ii) ELECTRONIC PAYMENTS

(i) When a cheque marked "refer to drawer" is received from the Bank, an administrative fee of R200,00 will be levied against the rate payer's/consumer's account and this amount and the amount of the cheque is payable on demand. All future payments must be made in cash.

(ii) Where an incorrect reference number or no reference number was used for electronic payments, an administrative fee of R150,00 will be levied against the ratepayer's consumer's account and this amount is payable on demand.

10. PAYMENT OF INTEREST ON OVERDUE ACCOUNTS

(i) Subject to the provisions of any by-law in force in the municipal area or any other law in terms of which any charge or fee fixed by the Council for any amenity, facility, entertainment, exhibition, performance or service established or



tydstip of binne 'n tydperk beoog by sodanige bepailings, is enige sodanige heffing of bedrag verskuldig en betaalbaar voor of op die vervaldatum gespesifiseer in 'n rekening wat deur die raad uitgereik word.

- (ii) Rente, bereken teen die prima uiteenkoers van die raad se bankier, plus een (1) persent, word verskuldig en betaalbaar op enige saldo wat uitstaande is na die vervaldatum soos gespesifiseer in enige rekening by paragraaf (i) beoog.

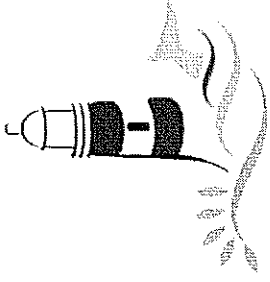
- (iii) Vir die toepassing van paragraaf (ii) word 'n gedeelte van 'n maand geag 'n volle maand te wees.

provided by it shall become due and payable ~~at a time or~~ within a period contemplated by such provisions, any such charge or fee shall be due and payable ~~on or before the due date specified in an account issued by the Council~~ ~~on or before the due date specified in an account issued by the Council~~

- (ii) Interest, calculated at the prime rate of the Council's banker, plus one (1) percent, shall become due and payable on any balance outstanding after the date specified in any account contemplated by (i) above.

- (iii) For the purposes of (ii) above a part of a month shall be deemed to be a month.

Note: If any discrepancies occur between the English and Afrikaans text of these tariffs, the Afrikaans text has preference and is applicable.



KAAP AGULHAS MUNISIPALITEIT
CAPE AGULHAS MUNICIPALITY
U MASIPALA WASECAPE AGULHAS

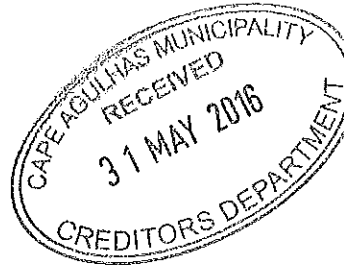
KAAP AGULHAS MUNISIPALITEIT / CAPE AGULHAS MUNICIPALITY

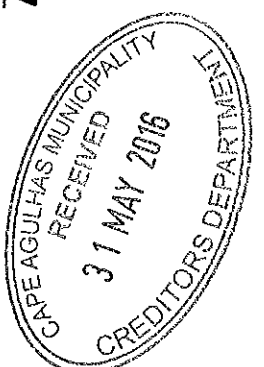
BYLAAG B / APPENDIX B: DIVERSE / SUNDRIES

T A R I E W E / T A R I F F S

2016/2017

*If any discrepancies occurs between the English and Afrikaans text of these tariffs,
the Afrikaans text has preference and is applicable.*





TARIEWE: 2016/17

{Tariewe sluit 14% BTW in}

Inwoners van KAM / Inhabi- tants of CAM {14% BTW ing}	Nie- Inwoners Van KAM / Non-in- habitants of CAM {14% VAT incl}
R	R

1. BEGRAAFPLAASGEDE

Perseelkoste:

Enkelgrafperseel (per enkelgraf of ekstra-dieptegat)	480.00	960.00
Muur van herinnering – per steen (verassing)	385.00	770.00

Nota:

- (a) Die grawe en heroopmaak van grafte en/of die voorsiening/vervanging van betonblokke word deur die oorlewende(s) en/of die begrafnisondernemer gereël en gedoen.
- (b) Geen vooruitbesprekings van grafte en/of Muur van Herinnering sal aanvaar word nie (UBK 28/09/2004)
- (c) Slegs enkelgrafe en dubbeldiepte (8 voet) grafte sal toegeken word (UBK 28/09/2004)

2. BIBLIOTEEKDIENSTE

2.1 Biblioteekboetes:

- (a) Verlore lenersakkie/-kaarte:
Handstelsel (per sakkie) 3.00
Gerekenariseerd (per kaart) 13.00
- (b) Boetegelde vir boeke, tydskrifte en laserskrywe (per week of gedeelte) 1.75 (Maks. R15.00)

TARIFFS: 2016/17

{VAT at 14% included}

1.

CEMETERY

Cost of sites:

- Single grave site (per single grave / extra deep grave)
- Memorial wall – per memorial plate (cremation)

Note:

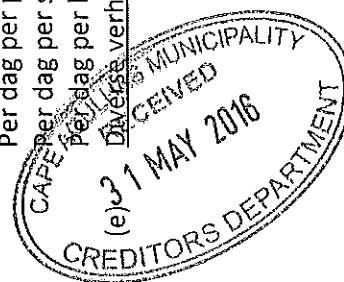
- (a) The digging and opening of graves and/or the supply/ replacement of concrete blocks will be the responsibility of the deceased's surviving relatives and the undertaker.
- (b) No advance reservations for graves and/or Memorial Wall will be accepted.
- (c) Only single graves and single deeper graves (8 feet) will be allocated.

2. LIBRARY SERVICES

2.1 Library Fines:

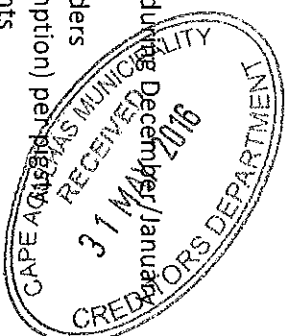
- (a) Lost membershipsleeves/cards:
Manual system (per sleeve)
Computerised system (per card)
- (b) Fine for books, magazines and CDs (per week or portion thereof)

(c)	Boetegelde vir video's en dvd's (per dag)	3.00	(Maks. R20)	(c)	Fine for video's and DVDs (per day)
(d)	Fotostate (slegs van biblioteekmateriaal & skoolprojekte)	1.00		(d)	Photocopies (of library material & school projects only)
(e)	Fotostate (van nie-biblioteekmateriaal)	2.00		€	Photocopies (of non-library material)
(f)	Internetsoektogte (per bladsy)	2.00		(f)	Internet searches (per page)
2.2	Bespreking van biblioteekmateriaal (per item)	4.50		2.2	Reservation of library materiaal (per item)
2.3	Tydlike leners (besoekers) deposito (per boek)	55.00		2.3	Temporary lenders (visitors) deposit (per book)
2.4	<u>Biblioteeksale (per geleentheid)</u> Kunsuitstallings, tentoonstellings, ens (vir winsbejag) vir meer as 5 uur/dag:			2.4	<u>Library Halls (per event / occasion – max 2 days)</u> Art exhibition, exhibitions etc (profit-orientated) for more than 5 hours/day:
	- plaaslike inwoners	295.00			- local residents
	- nie-plaaslik (huurders nie woonagtig in KAM)	760.00			- people not resident in Cape Agulhas Municipal area
	Kunsuitstallings, tentoonstellings, ens. (vir winsbejag) vir minder as 5 uur per dag:				Art exhibition, exhibitions etc (profit-orientated) for less than 5 hours/day:
	- plaaslike inwoners	155.00			- local residents
	- nie plaaslik (huurders nie woonagtig in KAM)	490.00			- non-residents (not staying in CAM)
	Kunsuitstallings en tentoonstellings (opvoedkundig – nie vir winsbejag nie)	115.00			Art exhibition, exhibitions etc (educational, non-profit seeking)
	Welsyns- & diensorganisasies, sport-, kerkorganisasies en kerke	115.00			Charity and welfare organisations, sports-, church organisations and churches
3.	<u>RAADSEIENDOMME: DIVERSE VERHURINGS</u>			3.	<u>COUNCIL PROPERTY: SUNDRY HIRING / LETTING</u>
3.1	Diverse verhurings:			3.1	<u>Napier</u>
(a)	Weidingsregte per permit per erf	190.00		(a)	Grazing rights per permit per erf
(b)	Meentgrond: weidings-/perdekampe per jaar	515.00		(b)	Commonage: grazing/horse camps per year
(c)	Perdekamp (Napier): per perd per maand (maks. 2 perde per persoon)	90.00		(c)	Horse camp (Napier): per month per horse (max. 2 horses per person)
(d)	<u>Skutgelde:</u> Per dag per perd, donkie, horingvee, volstruis of vark	165.00		(d)	<u>Pound monies:</u> Per day per horse, donkey, horned animals, ostrich or pig
	Per dag per skaap of bok	90.00			Per day per sheep or goat
	Per dag per hond	80.00			Per day per dog
(e)	Diverse verhurings:		Per maand	(e)	<u>Hiring: Sundries</u>

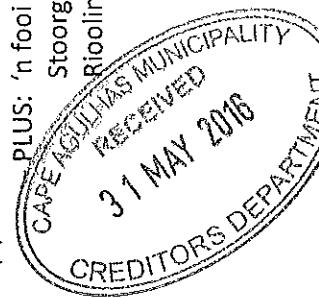


	Smousstaanplekke	115.00	Per month
	Smousstaanplekke per dag	35.00	Per dag/day
	Smousstaanplekke in kUSDorpe gedurende Des/Januarie	85.00	Per dag/day
	Plaaslike mobiele smous	1 035.00	Per jaar/year
	Nie-plaaslike mobiele smous	2 065.00	Per dag/day
	Varkhokke (waterverbruik ingesluit) per varkhok	55.00	Per jaar/year
	Sirkus/vermaakparke en soortgelyke geleenthede	190.00	Per dag/day
	Raadsaal verhuur aan publiek	200.00	Per dag/day
	Raadsaal met kombuis aan publiek	250.00	Per dag/day
(f)	<u>Oorskrydingsfooie:</u>		
	Nuwe kontrakte en by hernuwing van 'n kontrak:		
	- 'n minimum jaarlikse fooi van	175.00	
4.	<u>ADMINISTRASIE</u>		
(a)	Waardasiesertifikate (per sertifikaat)	100.00	
(b)	Uitklaringsertifikate (per sertifikaat)	100.00	
(c)	Rekenaardrukstukke (bv. Adreslyste, ens)		{minimum R120}
	- per bladsy	4.80	
(d)	Fotostate (A4) – per afskrif	2.90	
(e)	Fotostate (A3) – per afskrif	4.80	
(f)	Fakse (per A4-bladsy)	12.00	
(g)	Verstreking van inligting:		
	- ten opsigte van die nagaan van enige inhoudsopgawe van 'n rekening, register, ens.	100.00	
	- vir insae in enige akte, dokument of tekening of besonderhede in verband daarmee	100.00	
	- ten opsigte van die nasporing van inligting waarin gelde vir sodanige nasporing nie hierbo voorgeskryf word nie: per uur of gedeelte	475.00	
(h)	“Harde kopie” van Raads-/UBK agendas, notules, waardasierol, GOP, ens.	355.00	
(i)	“Harde kopie” van 'n gebied in waardasierol	230.00	

	Informal trading sites		
	Informal trading sites per day		
	Hawker sites in coastal towns during December/January		
	Local mobile informal traders		
	Non-local mobile informal traders		
	Pigsty (including water consumption) per pigsty		
	Circus/fun fair and similar events		
	Council Chambers to Public		
	Council Chambers and Kitchen to Public		
(f)	<u>Encroachment fees:</u>		
	New and re-newed contracts		
	- a minimum annual fee		
4.	<u>ADMINISTRATION</u>		
(a)	Valuation certificate (per certificate)		
(b)	Clearance certificate (per certificate)		
(c)	Computer printouts (i.e. address list, ext.)		
	- per page		
(d)	Photocopies (A4) – per copy		
(e)	Photocopies (A3) – per copy		
(f)	Faxes (per A4-page)		
(g)	Supplying of information:		
	- regarding the checking of any index, book, register, account, etc.		
	- for perusal of any deed, document, plan, drawing or any other related info		
	- for searching any information in instances as set out above – per hour of portion thereof		
(h)	Hard copies of Council/EMC agendas and minutes, valuation roll, IDP, etc.		
(i)	Hard copy of a suburb in the valuation roll		



(j)	Elektroniese kopie van Raads-/UBK agendas, notules, waardasierolle, GOP, ens	200.00	(Per "CD")	Electronic copies of Council/EMC agendas, minutes, valuation roll, IDP, etc.
5.	<u>BOUAFDELING/STADSBEPLANNING</u>			<u>BUILDING / TOWN PLANNING</u>
5.1	<u>Bouplanfoote:</u>			<u>Building plan fees:</u>
5.1.1	<u>Nuwe geboue:</u>			<u>New building:</u>
(a)	- Ondergesikte bouwerk en residensiële geboue tot 'n maksimum oppervlakte van 15 m ²	420.00		- Secondary building and residential building to a maximum area of 15 square metre
	- PLUS: Rioolinspeksiegelde	475.00		- PLUS: Sewerage inspection fees
(b)	- Basiese fooi (ander geboue & residensiële groter as 15 m ²)	450.00		- Basic fee (other buildings & residential not greater than 15 m ²)
	- PLUS: 'n fooi per m ² van die nuwe gebou (stoorgeboue uitgesluit)			- PLUS: a Fee per 15 sq. m for a new building (outbuildings excluded)
	Rioolinspeksiegelde	20.00		Sewerage inspection fee
	Stoorgeboue – 'n fooi per m ²	475.00		Outbuildings – a fee per m ²
	Maksimum fooi per bouplan	9.00		Maximum fee per building plan
		70 000.00		
(c)	Uitklaringstifikate uitreik op alle wettige geboue op erf en oor bouplanne beskik	295.00		Clearance certificate issued to all legal buildings on site and building plans
	- Herinspeksie	240.00		- Re-inspection
(d)	Aansoek om "small boilers" te bedryf (soos by slagpale vir verbranding)	2 955.00		Application for small boilers to operate (such as abattoirs for burning)
	- Hernuwigingsfooi vir "small boilers"	2 410.00		- Renewal Fee "small boilers"
(e)	Aansoek om uitstel vir goedkeuring van goedgekeurde boulan. 50% van oorspronklike planfooi			Application for extension of approval of approved plans. 50% of original plan fees
5.1.2	<u>Aanbouings aan bestaande geboue:</u>			<u>Additions to existing buildings:</u>
(a)	- Basiese fooi	450.00		- Basic fee
	PLUS: 'n fooi per m ² van die aanbouing	20.00		- PLUS: A fee per m ² of the addition
	Stoorgeboue – 'n fooi per m ²	9.00		Outbuildings – a fee per m ²
	Rioolinspeksiegelde	475.00		Sewerage inspection fee



(b)	Kleinwerkerspermit (binne veranderings)	420.00
(c)	- PLUS: Rioolinspeksiegelde	475.00
(d)	Oorskryding van boulyne	1 238.00
(e)	Riool: per her-inspeksie	475.00
(f)	Herinspeksiegelde as gevolg van die nie-nakoming/voldoening aan wetgewing/regulasies en/of vereistes tydens die eerste inspeksie uitgewys)	475.00
	Beskadigingsdeposito	1 292.00

5.2

Bouplanafdrukke:

	Swart/Wit	Kleur/Color
Fotostate / Planafdruk A0	103.00	167.00
Fotostate/Planafdruk A1	77.00	110.00
Fotostate/Planafdruk A2	40.00	55.00
Fotostate/Planafdruk A3 (fotostaat)	5.50	27.00
Fotostate/Planafdruk A4 (fotostaat)	2.90	15.00
Erfuitleg – A4	40.00	
Billboard per maand	706.00	

Aansoek vir oprigting van tent/uitstalruimte of tydelike pawiljoen/verhoog 208.00

5.3

Aansoek:

Aansoek om vergunningsgebruik	1 238.00
Aansoek om hersonering	1 238.00
Aansoek om opheffing van beperkings/titelvoorwaardes	1 238.00
Aansoek vir 'n huiswinkel	305.00
Wysigingsaansoek	1 238.00
Oprigting van 'n advertensieteken/toerismeteken	450.00
Oprigting van 'n advertensieteken/toerismeteken (op vullishouer)	274.00
Aansoek besigheidslisensie (Wet op Besigbede)	25.00
Smouslisensies	10.00

(b)	Small work permit (internal changes)	
(c)	- PLUS: Sewerage inspection fees	
(d)	Exceeding building lines	
(e)	Sewerage: per re-inspection	
(f)	Re-inspection fee due to the non-compliance with legislation /regulations and or requirements during the first inspection	
(g)	Damages deposit	

5.2

Building plan copies:

Photocopy/Plan copy A0	
Photocopy/Plan copy A1	
Photocopy/Plan copy A2	
Photocopy/Plan copy A3 (photocopy)	
Photocopy/Plan copy A4 (photocopy)	
Site plan – A4	
Billboard per month	

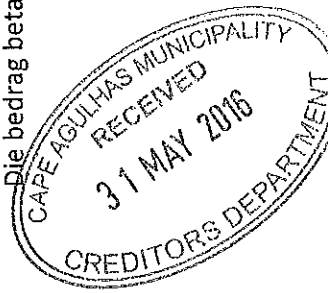
Application to erect a tent/exhibition, stalls and or temporary seating stand/stage

5.3

Applications:

Application for consent use	
Application for rezoning	
Application for revoke of restrictions/title conditions	
Application for a house shop	
Alteration of application	
Erecting an advertising/tourism sign	
Erecting an advertising/tourism sign (refuse bin)	
Application of business licence (Act on Business)	
Application of hawker licence	

<p>Aansoek vir okkupasiesertifikaat vir ou/lank reeds geboude geboue</p> <p><u>Onderverdelings: Aansoek vir</u></p> <ul style="list-style-type: none"> - vir die eerste erf per onderverdeling - vir elke bykomende erf 	<p>500.00</p> <p>1 238.00</p> <p>125.00</p>	<p>Application for certificate of occupancy for old / long been built buildings</p> <p><u>Subdivisions:</u></p> <ul style="list-style-type: none"> - for the first erf per subdivision - for each additional erf
<p>5.4 Afwykings:</p>		
<p>5.4.1 Afwykings</p>	<p>1 238.00</p>	<p>5.4 Deviations:</p> <p>5.4.1 Deviations</p>
<p>5.4.2 Advertering in plaaslike koerante</p>	<p>2 300.00</p>	<p>5.4.2 Advertising in local paper</p>
<p>Advertering in provinsiale koerante</p>	<p>320.00</p>	<p>Advertising in Provincial Paper (Gazette)</p>
<p>Advertering in Nasionale Koerant</p>	<p>Werklike koste</p>	<p>Advertising in Government paper</p>
<p>Stuur van registreerde briewe</p>	<p>46.00</p>	<p>Sent register letter</p>
<p>5.5 Diverse fooie:</p>		
<p>Motorinrit – enkel (3m) (of gedeelte daarvan)</p>	<p>4 443.00</p>	<p>5.5 Sundry fees:</p>
<p>Motorinrit – dubbel (6 m) (of gedeelte daarvan)</p>	<p>6 760.00</p>	<p>Vehicle entrance (per single entrance or part thereof)</p>
<p>Verkoop van sand per kubieke meter</p>	<p>190.00</p>	<p>Vehicle entrance (per double entrance or part thereof)</p>
<p>Bome: kort rye</p>	<p>77.00</p>	<p>Sale of sand per cubic metre</p>
<p>Bome: lang rye</p>	<p>305.00</p>	<p>Trees: Short lane</p>
<p>Sparre: Kort rye</p>	<p>60.00</p>	<p>Trees: long lane</p>
<p>Sparre: lang rye</p>	<p>220.00</p>	<p>Pole / Dropper: Short lane</p>
<p>Privaatwerk en werktuighuur</p>	<p>Werklike koste plus 40%</p>	<p>Pole / Dropper: long lane</p>
<p>Huur van kleingereedschap per uur</p>	<p>Voorgeskrewe PAWK-tariewe plus 50%</p>	<p>Private work and hiring of implements / machinery</p>
<p>Huur van laaigraaf per uur</p>	<p>Voorgeskrewe PAWK-tariewe plus 50%</p>	<p>Hiring of small machinery / tools implements</p>
<p>5.6 Plakkaatdeposito's:</p>		
<p>- per plakkaat (nie-politieke doeleindes)</p>	<p>{Minimum R250}</p>	<p>5.6 Poster deposits:</p> <ul style="list-style-type: none"> - per poster (for non-political purposes)
<p>- per plakkaat (politieke doeleindes & verkiesings)</p> <p>Die bedrag betaal minus R150 word as deposito beskou</p>	<p>{Minimum R550}</p>	<ul style="list-style-type: none"> - per poster (for political purposes and elections) <p>The amount paid minus R150 is the deposit</p>



(Deposit to word gedeeltelik of geheel verbeur verklaar indien die aansoeker(s) nie ten volle voldoen aan die voorwaardes vir die aanbring van plakkate nie)

Eiendomsagents

Deposito betaalbaar om borde te vertoon per dorp

258.00

Onwettige borde verwydering per geval

77.00

5.7 Skut- en stoorgelde (verlate voertuie, ens.)

- Skutfooi

375.00

- Stoorgeld per dag

45.00

{Alle insleepkoste (in die geval voertuie), plus vyftien (15) persent administrasiekoste, is betaalbaar voordat die geskutte item in ontvangs geneem kan word}.

5.8 Verkeer: Begeleidingsdienste – per uur en per beampste

- aangevra deur organisasie/instantie met winsbejag;

350.00

per uur/beampste

- aangevra deur organisasie/instantie sonder winsbejag –

190.00

per uur/beampste

5.9 Verhuur van die Raad se masjinerie

Graafmasjien per uur of gedeelte van 'n uur

440.00

Riooltrok 5000 liter per uur of gedeelte van 'n uur

420.00

Watertrok 5000 liter per uur of gedeelte van 'n uur

420.00

Riooltrok 8000 liter per uur of gedeelte van 'n uur

550.00

Laagraaf per uur of gedeelte van 'n uur

550.00

3 Kub Meter Tipper per uur of gedeelte van 'n uur

320.00

6 Kub Meter Tipper per uur of gedeelte van 'n uur

420.00

Jetcleaner per uur of gedeelte van 'n uur

240.00

1 Kub Meter bakkie per kilometer

8.00

(Deposit forfeitable if the applicant does not comply with the relevant conditions)

Estate Agents

Deposit payable to display boards per town

Illegal boards removal per case

5.7 Pound and Storage fees (abandoned vehicles)

- Pound fee

- Storage fee per day

{All recovery costs (vehicles), plus fifteen (15) percent administration costs, is payable before the item is received.}

5.8 Traffic escort services – per hour and per official

- requested by organisation/institution with profit-seeking

- requested by organisation/institution with non-profit-seeking

- requested by organisation/institution with non-profit-seeking

5.9 Hire out of Council's machinery

Digger per hour or part of an hour

Sewerage truck 5000 liters per hour or part of an hour

Water truck 5000 liters per hour or part of an hour

Sewerage truck 8000 liters per hour or part of an hour

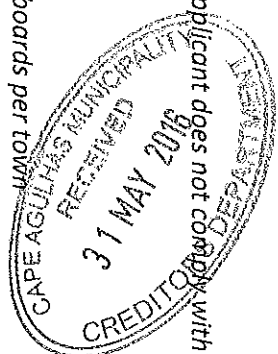
Front-end loader per hour or part of an hour

3 Cub meter Tipper per hour or part of an hour

6 Cub meter Tipper per hour or part of an hour

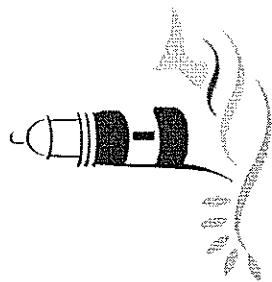
Jetcleaner per hour or part of an hour

1 Cub meter pick-up per kilometer



Note: If any discrepancies occur between the English and Afrikaans text of these tariffs, the Afrikaans text has preference and is applicable.





KAAP AGULHAS MUNISIPALITEIT
CAPE AGULHAS MUNICIPALITY
U MASIPALA WASECAPE AGULHAS

KAAP AGULHAS MUNISIPALITEIT / CAPE AGULHAS MUNICIPALITY

BYLAAG C / APPENDIX C

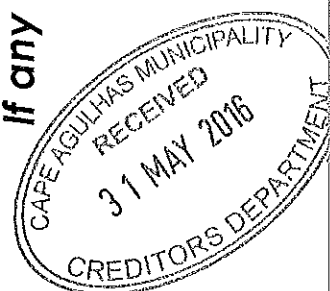
T A R I E W E / T A R I F F S

2016/2017

VERHURING VAN SALE & GERIEWE / RENTING OF HALLS AND AMENITIES

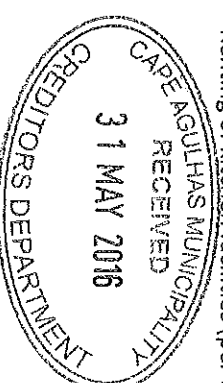
VAKANSIE-OORDE / HOLIDAY RESORTS

***If any discrepancies occurs between the English and Afrikaans text of these tariffs,
the Afrikaans text has preference and is applicable.***



(Tariewe sluit 14% BTW in / VAT at 14% included)

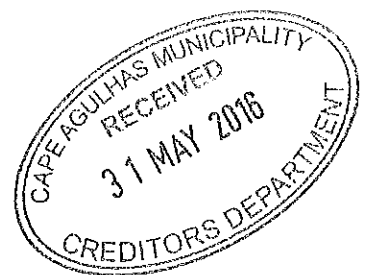
VERHUURING VAN SALE & GERIEWE <u>TARIEWE 2016/2017</u> <u>Tariewe sluit 14% BTW in</u>							RENTING OF HALLS AND AMENITIES <u>TARIFFS: 2016/2017</u> <u>VAT at 14% included</u>	
	Bredasdorp Gemeenskap- saal Community Hall	Bredasdorp Nelson Mandela Saal / Hall	W/Krans Gemeenskap- saal Community Hall	Napier Grobbeelaar & Nuwerus Halls	Struisbaai Gemeenskap- Saal Community Hall	Protem Gemeen- skapsaal Communi- ty Hall Klipdale Saal		
1. <u>Sailverhurlings (per geleentheid – maks. 2 dae)</u>							1. <u>Hiring of Halls (per event – max 2 days)</u>	
(a) Onthale, huweliksontnalwe en handelsuitstalling (veillings ens. ingesluit)							(a) Receptions, marriages and exhibitions, auctions, etc.	
- plaaslike huurders	845.00	335.00	180.00	180.00	180.00	120.00	- local residents	
- nie-plaaslik (huurders nie woonagtig in KAM)	1 690.00	670.00	360.00	360.00	360.00	240.00	- People not resident in CAM area	
(b) Danse, Konserte, opvoerings, opvoed-kundige uitstallings, kongresse, lesings en nie-politieke vergaderings							(b) Dances, Concerts, educational exhibitions conferen-ces, meetings and non-political meetings	
- plaaslike huurders	845.00	360.00	215.00	215.00	215.00	120.00	- local residents	
- nie-plaaslik (huurders nie woonagtig in KAM)	1 810.00	720.00	430.00	430.00	430.00	240.00	- People not resident in CAM area	
(c) Openbare politieke vergaderings	780.00	480.00	300.00	300.00	300.00	300.00	(c) Public political meetings	
(d) Byeenkomste van organisasies sonder wins-bejag (opvoedkundig, liefdadigheid, kerke, sportliggame/- klubs en diensorganisasies)							(d) Meetings of non-profit-seeking organisati (educational, welfare-, charity, sports club service organisations, etc.)	
- plaaslike huurders	215.00	85.00	85.00	85.00	85.00	120.00	- local residents	
- nie-plaaslik (huurders nie woonagtig in KAM)	430.00	240.00	240.00	240.00	240.00	240.00	- People not resident in CAM area	
(e) Huur van kombuisgeriewe (per geleentheid)	495.00	290.00	Nie beskikbaar	290.00	Nie beskikbaar	180.00	(e) Renting of kitchen facilities (per event)	



(f)	Huur van breekware & eetgerei (per stel van 50) – glase en bekere uitgesluit	110.00	110.00	Nie beskikbaar	110.00	Nie beskikbaar	110.00	(f)	Renting of kitchen utensils and crockery (set of 50), excluding glasses and jugs
(g)	Opelugdienste/kerkdienste (Meent/openbare oop ruimtes)	60.00	60.00	60.00	60.00	60.00	60.00	(g)	Open-air church services (common land/public open spaces)
	- Nie-inwoners	140.00	140.00	140.00	140.00	140.00	140.00		- Non-resident
	- Filmmakers per dag	1 205.00	1 205.00	1 205.00	1 205.00	1 205.00	1 205.00		- Film makers per day
	- Troues/verjaarsdae per geleentheid	650.00	650.00	650.00	650.00	650.00	650.00		- Marriages/birthdays per event
(h)	Breëskadedeposito: terugbetaalbaar indien geen skade aangerig is nie en waar die gebou/terrein in 'n skoon en netjiese toestand teruggehandig word (sleutels ingesluit)	1 085.00	480.00	300.00	300.00	300.00	455.00	(h)	Deposit for damages: refundable if there : no damages to the hall, and premises/ grounds, and are left clean and tidy and the keys are returned to the responsible municipal official

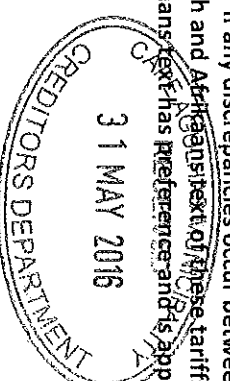
Note: Die Saame & APO Sale word per kontrak verhuur

Note: The Saame & APO Halls are rented contract



<u>VERHUURING VAN SALE EN GERIEWE</u>		Bredasdorp Parkstraat Park Street	Klipdale	Bredasdorp Sportkomplek Sports Complex	Napier	Struisbaai	W'krans	<u>RENTING OF HALLS AND AMENITIES</u>	
2.	<u>SPORTGRONDE & KLUBHUIS (per geleentheid)</u>							2.	<u>SPORTGROUNDS & CLUB HOUSE (PER EVENT)</u>
(a)	Opvoedkundige-, Liefdadigheidsfunksies & Kerkbasaars		120.00	155.00	120.00			(a)	Educational, Charity-, Welfare events and Church bazaars
(b)	Danse		420.00	640.00	420.00			(b)	Dances
(c)	Huweliks- & ander onthale en openbare veilings		260.00	540.00	260.00			(c)	Marriage- and other receptions, public auctions
(d)	Sportbeoefening & -vergaderings	85.00	85.00	85.00	85.00	85.00	85.00	(d)	Sport activities and -meetings
(e)	Kombuis			290.00				(e)	Kitchen
(f)	Vergaderings/werksinkels/seminare		120.00	155.00	120.00			(f)	Meetings, workshops, seminars
(g)	Eetgerei (per stel van 50 of gedeelte)			110.00				(g)	Eating utensils (per set of 50 or part there)
(h)	Snoepie	85.00	85.00		85.00			(h)	Tuck shop
(i)	Baandeposito	430.00	430.00	430.00	430.00	430.00	430.00	(i)	Field deposit
(j)	Breëskadedeposito	480.00	480.00	720.00	480.00	-		(j)	Deposit for damages
(k)	<u>Affiliatiegeleide:</u> - per skool of per volwasse sportklub per jaar {Tarief 2(d) is nie van toepassing op geaffilieerde sportklubs nie}	1 445.00	1 445.00	1 445.00	1 445.00	1 445.00	1 445.00	(k)	<u>Affiliation fees:</u> - per school or per adult sports club per year {Tariff 2(d) not applicable to affiliated sports clubs}

Note: If any discrepancies occur between the English and Afrikaans text, the Afrikaans text has preference and is applicable.



14% BTW INGESLUIT / 14% VAT INCLUDED

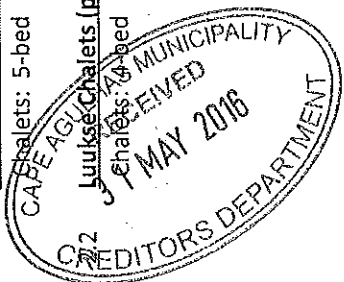
**VAKANSIE-OORDE
TARIEWE 2016/2017**

Onderstaande Gelde is streng
voortbetaalbaar:

**HOLIDAY RESORTS
TARIEFS 2016/2017**

Fees are payable strictly in advance:

	HOOG HIGH	MEDIUM MEDIUM	BUIITE OUTSIDE	
	2016/2017	Maart/Apr 2017	2016/2017	
	01/12/16 -- 18.01.17	Skoolla- kansie & paasnaaweek	Res van die jaar	
	R	R	R	
1. STRUISBAAL, L'AGULHAS & W'KRANS				
1.1 Standaard Chalets (per nag): Chalets: 4-bed Chalets: 6-bed	600.00 865.00	540.00 795.00	420.00 630.00	1.1 Standard Chalets (per night): Chalets: 4-bed Chalets: 6-bed
1.2 Luukse Chalets (per nag): Chalets: 4-bed Chalets: 6-bed	810.00 1 145.00	720.00 1 025.00	600.00 845.00	1.2 Luxury Chalets (per night): Chalets: 4-bed Chalets: 6-bed
1.3 Woonwastaaanplekke (per nag): Staanplek (SONDER elektrisiteit) maks. 6 persone/plot Staanplek (MET elektrisiteit) maks 6 persone/plot	180.00 215.00	155.00 180.00	130.00 155.00	1.3 Camping sites (per night): Camping sites (WITHOUT electricity) – max 6 people per plot: Camping sites with electricity – max 6 people per plot
2. SUIKERBOSSIE (BREDASDORP), NAPIER & STRUISBAAL-NOORD				
2.1 Standaard Chalets (per nag): Chalets: 5-bed	445.00	360.00	265.00	2.1 Standard Chalets (per night): Chalets: 5-bed
2.2 Luukse Chalets (per nag): - SUIKERBOSSIE Chalets: 4-bed	555.00	530.00	360.00	2.2 Luxury Chalets (per night): - SUIKERBOSSIE Chalets: 4-bed



2.3	Woonwastaanplekke (per nag): Staanplek (SONDER elek) – maksimum 6 persone/plot Staanplek (MET elek) – maksimum 6 Persone/plot	155.00 170.00
-----	--	------------------

130.00	95.00
155.00	130.00

2.3	Camping sites (per night): Camping sites (per night): without electricity maximum 6 persons per site Camping sites (per night): with electricity – maximum 6 persons per site
-----	--

ONDERSTAANDE GELDE IS STRENG VOORUITBETAALBAAR

SUKERBOSSIE

(BDORP), L'A. WHK,

STRUISBAAI &

STRUISBAAI-NOORD

FEES ARE PAYABLE STRICTLY IN ADVANCE

DIVERSE TARIWE:

- 3.1 Addisionele persone (Chalets maksimum 2 persone)
- 3.2 Addisionele persone (woonwastaanplek: maksimum 2 persone)
- 3.3 Dagkampeers:
 - per volwasse persoon/dag
 - per skoolgaande kind/dag
 - per voertuig/dag (maksimum 14 persone)
 - per taxi/bus per dag (meer as 14 persone)

- 3.1 R 85.00
- 3.2 R 50.00
- 3.3 R 12.00
- R 3.60
- R 60.00
- R 420.00

Deposito vir breekskade, sleutels en elektroniese toegangskaart

- Chalets
- Woonwakampeers

- 3.4 R360.00
- R120.00

Huur van beddegoed (per verhuur)

- 3.5 R 25.00

Badtarief vir nie-kampeers per persoon

- 3.6 R 70.00

Deposit for damages, keys and electronic admission cards:

- Chalets
- Caravan campers

Renting of bedding (per bed)

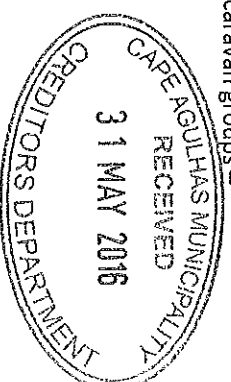
Bathing tariff for non-campers per person

KORTINGS TOESTAANBAAR (SLEGS BUTE-SEISOEN: TARIWE 1 & 2

- Pensioenarisse: Chalets en woonwastaanplekke (minimum ouderdom van 60 jaar)
- Georganiseerde groepe (slegs vir woonwa-Saamtrefke – minimum 6 woonwaens)

REBATES GRANTED (OUT OF SEASON ONLY): TARIFFS 1 & 2

- Bute seisoen – 25% afslag
- Outside season – 25% discount
- Bute seisoen – 25% afslag
- Outside season – 25% discount
- Pensioners: Chalets % caravan sites (minimum age of 60 years)
- Organised groups (only for caravan groups – Minimum 6 caravans)



WINTER AFSLAG (MEI TOT AUGUSTUS)

20% afslag op Buite Seisoen Tariewe
(Chalets & Staanplekke)

20% discount on Outside Season Tariffs
(Chalets & Camping Site)

Tarief: R1 500.00 per maand slegs vir staanplekke
(Minimum van 1 maand & maksimum van 3 maande)

Tariffs: R1 500.00 per month for Camping Sites only
(Minimum of 1 month and maximum of 3 months)

WINTER SPECIALS (MAY TO AUGUST)

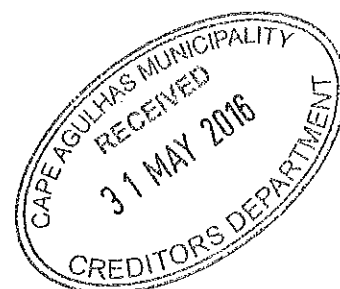
NOTA:

- (a) Gelde is vooruitbetaalbaar om besprekings te bevestig.
- (b) Chalets en woonwastaanplekke is beskikbaar vanaf 12:00 op die dag van aankoms en moet uiterlik om 10:00 op die dag van vertrek, ontruim word.
- (c) Die deposito sal verbeur word indien die sleutels/toegangskaart nie op die dag van vertrek teruggehandig word nie. Enige breekskade en/of verlore items sal ook van die deposito verhaal word en 'n rekening sal gelewer word vir die balans van die skade, indien enige.
- (d) **Kansellasië van besprekings moet skriftelik geskied en sal soos volg hanteer word:**
- (i) In geval van ernstige siekte of dood van naasbestaandes moet skriftelike bewys daarvan voorgelê word en sal die gelde reeds betaal, terugbetaal word nadat 'n 15% administrasiefooi afgetrek is;
- (ii) In ander onvoorsiene/onvermydelike omstandighede wat skriftelik gemotiveer is (met stawende bewyse daarvan) wat na die oordeel van die Munisipale Bestuurder voldoende meriete het, sal die gelde reeds betaal, terugbetaal word nadat 'n 15% administrasiefooi afgetrek is;
- (iii) Kansellasië weens enige ander omstandighede moet die Raad minstens sestig (60) dae voor die besprekte aanvangsdatum bereik in welke geval die gelde reeds betaal, terugbetaal word nadat 'n 15% administrasiefooi afgetrek is.
- (iv) Geen gelde sal terugbetaal word in ander omstandighede as dié hierbo genoem nie.

NOTE:

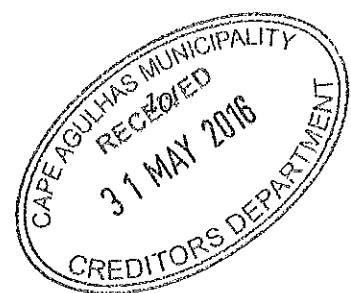
- (a) Fees are payable in advance to confirm reservations.
- (b) Chalets and camping sites is available from 12:00 on the day of arrival and must be vacated no later than 10:00 on the day of departure.
- (c) The deposit will be withheld by the Council if the admission card/key is not handed in by the visitor on the time of departure and/or any damages will be deducted from the deposit and the balance for the repair of the damaged will be demanded by supplying an account.
- (d) **Cancellation of reservations must be done in writing and shall be dealt with as follows:**
- (i) In the event of serious illness or death of a close relative written proof of this must be supplied and the monies will be refunded after deduction of a 15% administrative fee.
- (ii) In other unforeseen/unexpected circumstances, motivated in writing (including written substantiation thereof) which, to the discretion of the Municipal Manager, have sufficient merit, the monies paid will be refunded after deduction of a 15% administrative fee.
- (iii) Cancellation of reservations under any other circumstances must be submitted in writing at least sixty (60) days before the reservation arrival date – in this respect all fees paid will be refunded after deduction of a 15% administrative fee.
- (iv) No refund will be made in circumstances other than in (i), (ii) and (iii) above.

Note: If any discrepancies occur between the English and Afrikaans text of these tariffs, the Afrikaans text has preference and is applicable.

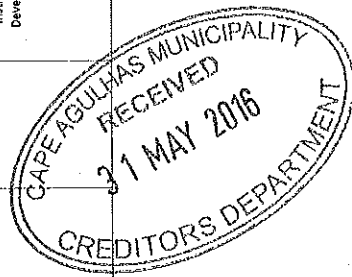


Appendix “B”

SBIP

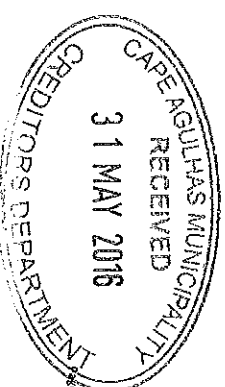


Rat	Directorate (B)	Function (C)	National (D24) (E)	DE Objective (F)	Outcomes (G)	Unit of Measurement (H)	Ward (I)	Location (J)	SD (K)	Key Milestones (L)	Carry Over (M)	Target (N)	Q1 (O)	Q2 (P)	Q3 (Q)	Q4 (R)
1	Community services	Housing	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	Review the Human Settlement Plan and submit to Council by 30 May 2017	500 households	All	200 Rands per household	Minutes of Council Meeting approving Revised Human Settlement Plan	Number	1	0	0	0	0	1
2	Community services	Housing	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	Complete serviced sites for Phase 1, 300 even) of the Bredasdorp IDP Housing project by 30 June 2017	Number of serviced sites	6	854 in total for the complete project	Completion certificate and Final payment documents	Number	300	0	0	0	0	300
3	Community services	Housing	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	Complete serviced sites for Phase 1 of the Struisbaai IDP Housing project (80 even) by 30 June 2017	Number of serviced sites	5	453 houses for the total project	Completion certificate and Final payment documents	Number	80	0	0	0	0	80
4	Community services	Community and Social Services	Municipal Transformation and Institutional Development	Establishing a functional municipality that can deliver on the IDP priorities, implement policies that will facilitate transformation, effective staff structure, general management practices and training	Complete the staff area expansion of Bredasdorp Library by 30 June 2017	Bredasdorp Library staff area expansion completed	All	New capital project for 2016/17	Completion certificate and Final payment documents	Number	1	0	0	0	0	1
5	Community services	Community and Social Services	Municipal Transformation and Institutional Development	Establishing a functional municipality that can deliver on the IDP priorities, implement policies that will facilitate transformation, effective staff structure, general management practices and training	Obtain full Blue Flag status for Duiker Street Beach Struisbaai by 30 November 2016	Full Blue flag status received for Duiker Street Beach Struisbaai	All	1	Receipt of the Blue Flag from WESSA	Number	1	0	1	0	0	0
6	Community services	Community and Social Services	Municipal Transformation and Institutional Development	Establishing a functional municipality that can deliver on the IDP priorities, implement policies that will facilitate transformation, effective staff structure, general management practices and training	Upgrade (new fiber optic cable, parking area paving, upgrade of ablution + kiosk) the Amiston Sport Complex by 30 June 2017	Complete the upgrade of the Amiston Sport Complex	6	New capital project for 2016/17	Completion certificate and Final payment documents	Number	1	0	0	0	0	1
7	Community services	Community and Social Services	Municipal Transformation and Institutional Development	Establishing a functional municipality that can deliver on the IDP priorities, implement policies that will facilitate transformation, effective staff structure, general management practices and training	Construction of a cloakroom at Nelson Mandela Hall by 30 June 2017	Cloakroom at Nelson Mandela Hall completed	All	New capital project for 2016/17	Completion certificate and Final payment documents	Number	1	0	0	0	0	1



Toplayer Service Delivery Budget Implementation Plan for 2016/17

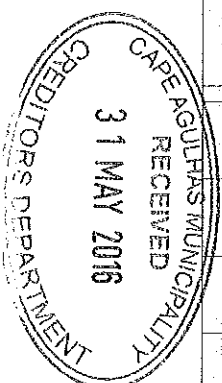
RP	Department	Function	Section	Project	Activity	Unit of Measurement	Weight	Target	Key Indicator	Measurement Method	Frequency	Amount	Q1	Q2	Q3	Q4
8	Corporate Services	Planning and Development	Local Economic Development	To facilitate economic development by creating a conducive environment for business development and unlock opportunities to increase participation amongst all sectors of society in the mainstream economy to ultimately create decent job opportunities	Create FTEs through government expenditure with the EPWP by 30 June 2017	Number of FTEs created	All	40	Temporary employment contracts signed	Accumulative	Number	40	0	0	0	40
9	Corporate Services	Finance and Administration	Municipal Transformation and Institutional Development	Establishing a functional municipality that can deliver on the IDP priorities, implement policies that will facilitate transformation, effective staff structure, general management practices and training	Number of people from employment equity target groups employed in the three highest levels of management in compliance with a municipality's approved employment equity plan	Number of people from employment equity target groups employed in vacancies that arise in the three highest levels of management	All	1	Letter of appointment	Last Value	Number	1	0	0	0	1
10	Corporate Services	Finance and Administration	Municipal Transformation and Institutional Development	Establishing a functional municipality that can deliver on the IDP priorities, implement policies that will facilitate transformation, effective staff structure, general management practices and training	The percentage of the municipality's operational budget actually spent on implementing its workplace skills plan by 30 June 2017, (factual amount spent on training/total operational budget)x100	% of the operational budget spent on training	All	8%	Expenditure report from SAMRUS	Last Value	Percentage	8	0	0	0	0.8
11	Corporate Services	Finance and Administration	Municipal Transformation and Institutional Development	Establishing a functional municipality that can deliver on the IDP priorities, implement policies that will facilitate transformation, effective staff structure, general management practices and training	Unit vacancy rate to less than 10% of budgeted post by 30 June 2017 (Number of funded posts vacant / total number of funded posts)x100	% vacancy rate	All	10%	Report from HR system	Reverse Last Value	Percentage	10	0	0	0	10
12	Corporate Services	Finance and Administration	Municipal Transformation and Institutional Development	Establishing a functional municipality that can deliver on the IDP priorities, implement policies that will facilitate transformation, effective staff structure, general management practices and training	Implement the individual performance and incentive policy in respect of year-end and mid-year evaluations of all personnel by 30 September 2016 and 31 March 2017	% of personnel for whom the individual PMS and incentive policy was implemented in respect of year-end and mid-year evaluations of all personnel	All	New key performance indicator for the 2015/17 financial year	Signed personnel evaluations	Stand-Alone	Percentage	100	100	0	100	0
13	Corporate Services	Planning and Development	Local Economic Development	To facilitate economic development by creating a conducive environment for business development and unlock opportunities to increase participation amongst all sectors of society in the mainstream economy to ultimately create decent job opportunities	Review the Spatial Development Framework (SDF) of the municipality by 31 March 2017	SDF reviewed	All	New key performance indicator for the 2015/17 financial year	Proof of submission to Council	Last Value	Number	1	0	0	1	0
14	Financial Services	Finance and Administration	Municipal Financial Viability and Management	To facilitate the holistic development of people, expand the safety net for vulnerable groups and implement sustainable programmes to improve their livelihoods	Number of formal residential properties that receive piped water (credit and prepaid water) that is connected to the municipal water infrastructure network and billed for the service as at 30 June 2017	Number of residential properties which are billed for water or have pre-paid meters	All	8533	"Stdtable 2016-2017" excel spreadsheet	Last Value	Number	8550	8550	8550	8550	8550



Sr	Directorate	Function	Municipal Function	SDP Objective	Key Outputs	Unit of Measurement	World Bank	Baseline	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027	2027-2028	2028-2029	2029-2030	2030-2031	2031-2032	2032-2033	2033-2034	2034-2035	2035-2036	2036-2037	2037-2038	2038-2039	2039-2040	2040-2041	2041-2042	2042-2043	2043-2044	2044-2045	2045-2046	2046-2047	2047-2048	2048-2049	2049-2050	2050-2051	2051-2052	2052-2053	2053-2054	2054-2055	2055-2056	2056-2057	2057-2058	2058-2059	2059-2060	2060-2061	2061-2062	2062-2063	2063-2064	2064-2065	2065-2066	2066-2067	2067-2068	2068-2069	2069-2070	2070-2071	2071-2072	2072-2073	2073-2074	2074-2075	2075-2076	2076-2077	2077-2078	2078-2079	2079-2080	2080-2081	2081-2082	2082-2083	2083-2084	2084-2085	2085-2086	2086-2087	2087-2088	2088-2089	2089-2090	2090-2091	2091-2092	2092-2093	2093-2094	2094-2095	2095-2096	2096-2097	2097-2098	2098-2099	2099-2100	2100-2101	2101-2102	2102-2103	2103-2104	2104-2105	2105-2106	2106-2107	2107-2108	2108-2109	2109-2110	2110-2111	2111-2112	2112-2113	2113-2114	2114-2115	2115-2116	2116-2117	2117-2118	2118-2119	2119-2120	2120-2121	2121-2122	2122-2123	2123-2124	2124-2125	2125-2126	2126-2127	2127-2128	2128-2129	2129-2130	2130-2131	2131-2132	2132-2133	2133-2134	2134-2135	2135-2136	2136-2137	2137-2138	2138-2139	2139-2140	2140-2141	2141-2142	2142-2143	2143-2144	2144-2145	2145-2146	2146-2147	2147-2148	2148-2149	2149-2150	2150-2151	2151-2152	2152-2153	2153-2154	2154-2155	2155-2156	2156-2157	2157-2158	2158-2159	2159-2160	2160-2161	2161-2162	2162-2163	2163-2164	2164-2165	2165-2166	2166-2167	2167-2168	2168-2169	2169-2170	2170-2171	2171-2172	2172-2173	2173-2174	2174-2175	2175-2176	2176-2177	2177-2178	2178-2179	2179-2180	2180-2181	2181-2182	2182-2183	2183-2184	2184-2185	2185-2186	2186-2187	2187-2188	2188-2189	2189-2190	2190-2191	2191-2192	2192-2193	2193-2194	2194-2195	2195-2196	2196-2197	2197-2198	2198-2199	2199-2200	2200-2201	2201-2202	2202-2203	2203-2204	2204-2205	2205-2206	2206-2207	2207-2208	2208-2209	2209-2210	2210-2211	2211-2212	2212-2213	2213-2214	2214-2215	2215-2216	2216-2217	2217-2218	2218-2219	2219-2220	2220-2221	2221-2222	2222-2223	2223-2224	2224-2225	2225-2226	2226-2227	2227-2228	2228-2229	2229-2230	2230-2231	2231-2232	2232-2233	2233-2234	2234-2235	2235-2236	2236-2237	2237-2238	2238-2239	2239-2240	2240-2241	2241-2242	2242-2243	2243-2244	2244-2245	2245-2246	2246-2247	2247-2248	2248-2249	2249-2250	2250-2251	2251-2252	2252-2253	2253-2254	2254-2255	2255-2256	2256-2257	2257-2258	2258-2259	2259-2260	2260-2261	2261-2262	2262-2263	2263-2264	2264-2265	2265-2266	2266-2267	2267-2268	2268-2269	2269-2270	2270-2271	2271-2272	2272-2273	2273-2274	2274-2275	2275-2276	2276-2277	2277-2278	2278-2279	2279-2280	2280-2281	2281-2282	2282-2283	2283-2284	2284-2285	2285-2286	2286-2287	2287-2288	2288-2289	2289-2290	2290-2291	2291-2292	2292-2293	2293-2294	2294-2295	2295-2296	2296-2297	2297-2298	2298-2299	2299-2300	2300-2301	2301-2302	2302-2303	2303-2304	2304-2305	2305-2306	2306-2307	2307-2308	2308-2309	2309-2310	2310-2311	2311-2312	2312-2313	2313-2314	2314-2315	2315-2316	2316-2317	2317-2318	2318-2319	2319-2320	2320-2321	2321-2322	2322-2323	2323-2324	2324-2325	2325-2326	2326-2327	2327-2328	2328-2329	2329-2330	2330-2331	2331-2332	2332-2333	2333-2334	2334-2335	2335-2336	2336-2337	2337-2338	2338-2339	2339-2340	2340-2341	2341-2342	2342-2343	2343-2344	2344-2345	2345-2346	2346-2347	2347-2348	2348-2349	2349-2350	2350-2351	2351-2352	2352-2353	2353-2354	2354-2355	2355-2356	2356-2357	2357-2358	2358-2359	2359-2360	2360-2361	2361-2362	2362-2363	2363-2364	2364-2365	2365-2366	2366-2367	2367-2368	2368-2369	2369-2370	2370-2371	2371-2372	2372-2373	2373-2374	2374-2375	2375-2376	2376-2377	2377-2378	2378-2379	2379-2380	2380-2381	2381-2382	2382-2383	2383-2384	2384-2385	2385-2386	2386-2387	2387-2388	2388-2389	2389-2390	2390-2391	2391-2392	2392-2393	2393-2394	2394-2395	2395-2396	2396-2397	2397-2398	2398-2399	2399-2400	2400-2401	2401-2402	2402-2403	2403-2404	2404-2405	2405-2406	2406-2407	2407-2408	2408-2409	2409-2410	2410-2411	2411-2412	2412-2413	2413-2414	2414-2415	2415-2416	2416-2417	2417-2418	2418-2419	2419-2420	2420-2421	2421-2422	2422-2423	2423-2424	2424-2425	2425-2426	2426-2427	2427-2428	2428-2429	2429-2430	2430-2431	2431-2432	2432-2433	2433-2434	2434-2435	2435-2436	2436-2437	2437-2438	2438-2439	2439-2440	2440-2441	2441-2442	2442-2443	2443-2444	2444-2445	2445-2446	2446-2447	2447-2448	2448-2449	2449-2450	2450-2451	2451-2452	2452-2453	2453-2454	2454-2455	2455-2456	2456-2457	2457-2458	2458-2459	2459-2460	2460-2461	2461-2462	2462-2463	2463-2464	2464-2465	2465-2466	2466-2467	2467-2468	2468-2469	2469-2470	2470-2471	2471-2472	2472-2473	2473-2474	2474-2475	2475-2476	2476-2477	2477-2478	2478-2479	2479-2480	2480-2481	2481-2482	2482-2483	2483-2484	2484-2485	2485-2486	2486-2487	2487-2488	2488-2489	2489-2490	2490-2491	2491-2492	2492-2493	2493-2494	2494-2495	2495-2496	2496-2497	2497-2498	2498-2499	2499-2500	2500-2501	2501-2502	2502-2503	2503-2504	2504-2505	2505-2506	2506-2507	2507-2508	2508-2509	2509-2510	2510-2511	2511-2512	2512-2513	2513-2514	2514-2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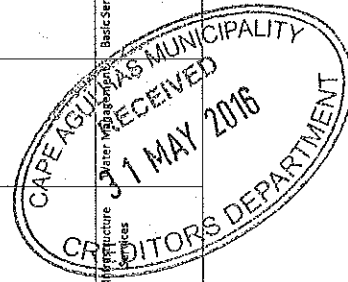
Toplayer Service Delivery Budget Implementation Plan for 2016/17

25	Financial Services	Finance and Administration	Municipal Financial Viability and Management	To implement sound financial management systems & procedures that will ensure the financial viability of Cape Agulhas Municipality	Achieve a debtors payment percentage of at least 98% by 30 June 2017((Gross Debtors Closing Balance + Billed Revenue - Gross Debtors Opening Balance + Bad Debts Written Off)/Billed Revenue) x 100)	% debtors payment ratio achieved	All	98%	Outstanding Debtors Excel report	Last Value	Percentage	98	98	98	98
26	Financial Services	Finance and Administration	Municipal Financial Viability and Management	To implement sound financial management systems & procedures that will ensure the financial viability of Cape Agulhas Municipality	Increase the maintenance budget to 6% of the total budget from 2016/17 to 2017/18 financial year ((Total maintenance budget for 2017/18 - Total maintenance budget for 2016/17) / Total maintenance budget for 2016/17) x 100)	% of total maintenance budget increased	All	New key performance indicator for the 2016/17 financial year	Draft Main Budget	Last Value	Percentage	6	0	0	0
27	Infrastructure Services	Electricity	Basic Service Delivery	Provision of quality basic services such as water, electricity, refuse removal and sanitation	Limit unaccounted for electricity to less than 12% by 30 June 2016 ((Number of Electricity Units Purchased and/or Generated - Number of Electricity Units Sold (incl Free basic electricity)) / Number of Electricity Units Purchased and/or Generated) x 100)	% unaccounted electricity	All	6.45%	Monthly account from Eskom, Report from the SAMRCS financial system (SC0804D, 2344, 3008 and SYRTEL installations statistic report and sales statistics report	Reverse Last Value	Percentage	12	0	12	0
28	Infrastructure Services	Electricity	Basic Service Delivery	Provision of quality basic services such as water, electricity, refuse removal and sanitation	95% of the electricity maintenance budget spent by 30 June 2017 ((Actual expenditure divided by the total approved maintenance budget) x 100)	% of electricity maintenance budget spent	All	96.50%	Report number VSQ003C from the SAMRCS financial system and AFS	Carry Over	Percentage	95	15	40	70
29	Infrastructure Services	Electricity	Basic Service Delivery	Provision of quality basic services such as water, electricity, refuse removal and sanitation	95% of the electricity capital budget spent by 30 June 2017 ((Actual expenditure divided by the total approved capital budget) x 100) as per individual project plans	% of electricity capital budget spent	All	99.36%	Report number VSQ003P from the SAMRCS financial system and AFS	Carry Over	Percentage	95	0	30	70
30	Infrastructure Services	Electricity	Basic Service Delivery	Provision of quality basic services such as water, electricity, refuse removal and sanitation	Upgrade the streetlights projects in Nereus, Struhsaal and Bredasdorp by 30 June 2017	Number of projects completed	All	New capital project for 2016/17	Internal completion certificate	Accumulative	Number	3	0	0	0
31	Infrastructure Services	Road Transport	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	Resal roads within the municipal area as per PMS 2008 by 30 June 2017	Number of square meters resaled	All	30000	Internal completion certificate	Accumulative	Number	30000	0	0	0
32	Infrastructure Services	Road Transport	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	95% of the roads and storm water maintenance budget spent by 30 June 2017 ((Actual expenditure divided by the total approved roads and stormwater maintenance budget) x 100)	% of roads and storm water maintenance budget spent	All	100.70%	VS-Q003C Summary of All Expenditure/Income Budgets and Balances for a selected period report generated from SAMRCS	Carry Over	Percentage	95	15	40	70
33	Infrastructure Services	Road Transport	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	95% of the roads and storm water capital budget spent by 30 June 2017 ((Actual expenditure divided by the total approved roads and stormwater capital budget) x 100)	% of roads and storm water capital budget spent	All	98.70%	VS-Q003D Summary of Monthly Capital Expenditure for a selected period report generated from SAMRCS	Carry Over	Percentage	95	0	30	70
34	Infrastructure Services	Road Transport	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	95% of the approved project budget spent by 30 June 2017 to upgrade road in Ansonia ((Actual expenditure divided by the total approved project budget) x 100)	% of approved project budget spent	5	New capital project for 2016/17	VS-Q003D Summary of Monthly Capital Expenditure for a selected period report generated from SAMRCS	Carry Over	Percentage	95	10	35	60
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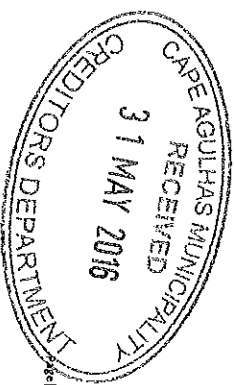
Toplayer Service Delivery Budget Implementation Plan for 2016/17

Item	Directorate (D)	Function (F)	Sub-function (SF)	DP Objectives (O)	Requirements (R)	Units of measurement (U)	Weight (W)	Baseline (B)	70%	Recalculation trigger type (T)	Q1	Q2	Q3	Q4
35	Infrastructure Services	Road Transport	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	95% of the approved project budget spent by 30 June 2017 to upgrade of roads in Breedsdorp/Zwellwans / Spiniye / Bergsig (Actual expenditure divided by the total approved project budget) x 100	% of approved project budget spent	3	New capital project for 2016/17	VS-Q0300 Summary of Monthly Capital Expenditure for a selected period report generated from SAMRAS	Percentage	10	35	60	95
36	Infrastructure Services	Road Transport	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	Update the Stormwater Master Plan and submit to Council by 30 June 2017	Storm Water Master Plan submitted to Council	All	Current plan	Minutes of Council meeting	Number	0	0	0	1
37	Infrastructure Services	Waste Management	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	95% of the refuse removal maintenance budget spent by 30 June 2017 (Actual expenditure divided by the total approved refuse removal maintenance budget) x 100	% of refuse removal maintenance budget spent	All	95.65%	VS-Q0300 Summary of All Expenditure/Income Budgets and Balances for a selected period report generated from SAMRAS	Percentage	15	40	70	95
38	Infrastructure Services	Waste Management	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	95% of the approved refuse removal capital budget spent by 30 June 2017 (Actual expenditure divided by the total approved refuse removal capital budget) x 100	% of refuse removal capital budget spent	All	74.41%	VS-Q0300 Summary of Monthly Capital Expenditure for a selected period report generated from SAMRAS	Percentage	0	30	70	95
39	Infrastructure Services	Waste Management	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	95% of the approved project budget spent by 30 June 2017 to rehabilitate the Breedsdorp Landfill site (Actual expenditure divided by the total approved budget) x 100	% of approved project budget spent	All	New capital project for 2016/17	VS-Q0300 Summary of Monthly Capital Expenditure for a selected period report generated from SAMRAS	Percentage	0	30	70	95
40	Infrastructure Services	Water Management	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	95% of the approved water maintenance budget spent by 30 June 2017 (Actual expenditure divided by the total approved water maintenance budget) x 100	% of water maintenance budget spent	All	95.60%	VS-Q0300 Summary of All Expenditure/Income Budgets and Balances for a selected period report generated from SAMRAS	Percentage	15	40	70	95
41	Infrastructure Services	Water Management	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	95% of the approved water capital budget spent by 30 June 2017 (Actual expenditure divided by the total approved water capital budget) x 100	% of water capital budget spent	All	95%	VS-Q0300 Summary of Monthly Capital Expenditure for a selected period report generated from SAMRAS	Percentage	0	30	70	95
42	Infrastructure Services	Water Management	Basic Service Delivery	Provision of quality basic services such as water, electricity, refuse removal and sanitation	Limit unaccounted for water to less than 22% by 30 June 2017 (Number of Kiloliters Water Purchased or Purified - Number of Kiloliters Water Sold (Ind free basic water) / Number of Kiloliters Water Purchased or Purified x 100)	% unaccounted water	All	21%	Water Balance Excel databases	Reverse Last Value	0	22	0	22



Toplayer Service Delivery Budget Implementation Plan for 2016/17

Item	Department	Service	Function	Activity	Output	Indicator	Value	Unit	Target	Actual	Notes	Comments	Value	Unit	Target	Actual	Notes	Comments
43	Infrastructure Services	Water Management	Basic Service Delivery	Provision of quality basic services such as water, electricity, refuse removal and sanitation	95% average water quality level obtained as per SAMIS 241 on micro parameters for all water supply areas	% water quality level obtained	All		98.58%	BOS Monthly Supply System Drinking Water Quality Performance Report	Last Value	Percentage	95		95		95	
44	Infrastructure Services	Water Management	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	Develop a water source for Nqunisi by 30 June 2017	Project completed	1		New capital project for 2016/17	Completion certificate	Carry Over	Number	1		0		0	
45	Infrastructure Services	Water Management	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	Update the Water Services Development Plan and submit to Council by 31 May 2017	Updated Water Services Development Plan submitted to Council	All		Current plan	Minutes of Council meetings	Carry Over	Number	1		0		0	
46	Infrastructure Services	Waste Water Management	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	95% of the approved waste water maintenance budget spent by 30 June 2017 (Actual expenditure divided by the total approved waste water maintenance budget x 100)	% of waste water maintenance budget spent	All		98.70%	US-Q003C Summary of All Expenditure/Income Budgets and balances for a selected period report generated from SAMBAS	Carry Over	Percentage	95		15		40	
47	Infrastructure Services	Waste Water Management	Basic Service Delivery	Provision of quality basic services such as water, electricity, refuse removal and sanitation	60% waste water discharge quality obtained for Bechoasdr WWTW	% quality of waste water discharge obtained	All		58.33%	Certificate of Analysis as per Lab result	Last Value	Percentage	60		60		60	
48	Infrastructure Services	Waste Water Management	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	Complete the planning processes for the rehabilitation of the Bechoasdr WWTW Treatment Works by 31 May 2017	Project completed	3/45		New capital project for 2016/17	Internal completion certificate	Carry Over	Number	1		0		0	
49	Infrastructure Services	Community and Social Services	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	Complete the upgrade of the Thungong Centre by 30 June 2017	Project completed	2		New capital project for 2016/17	Completion certificate	Carry Over	Number	1		0		0	
50	Infrastructure Services	Electricity	Basic Service Delivery	Development and regular maintenance of bulk infrastructure such as roads, storm water networks, potable water networks, waste water treatment plants, land and integrated human settlements	95% of the INEP funds received spent by 30 June 2017 for the electrification of 69 INEP houses (Actual expenditure divided by the total received INEP allocation x 100)	% of the INEP funds received spent	2		New capital project for 2016/17	US-Q003D Summary of Monthly Capital Expenditure for a selected period report generated from SAMBAS	Carry Over	Percentage	95		0		30	



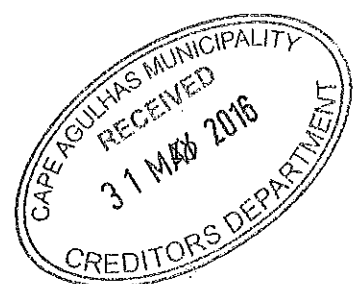
Toplayer Service Delivery Budget Implementation Plan for 2016/17

[illegible]

An oval-shaped stamp from the Cape Agulhas Municipality, Creditors Department. The text "CAPE AGULHAS MUNICIPALITY" is curved along the top edge, and "CREDITORS DEPARTMENT" is curved along the bottom edge. In the center, the word "RECEIVED" is printed above the date "31 MAY 2016".

Appendix “C”

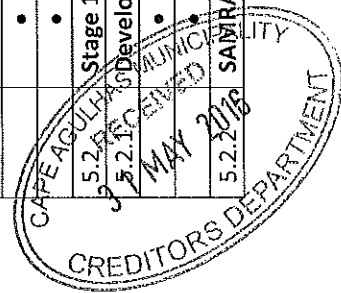
mSCOA Implementation Plan



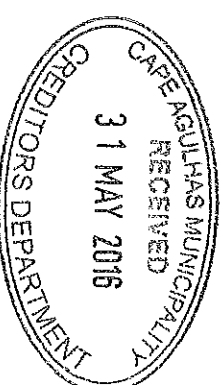
CAPE AGULHAS MUNICIPALITY

Project Plan for SAMIRAS development and roll-out of programmes

Task No.	Description	Comments	Duration / Start	End	Resource
1	Project Team				
	• Forming of project team		01/09/2014	30/09/2014	Cape Agulhas and Bytes
	• Communicated details of the mun. project manager		01/09/2014	30/09/2014	Hannes van Biljon
2	Infrastructure				
	• Web Portal BENODIG SAMRAS PLUS		01/10/2014	22/10/2014	Hannes van Biljon
	• Structural update recommendation to clients		01/10/2014	22/10/2014	Roland and Hannes
3	Test Environment to be ready		01/10/2014	22/10/2014	Hannes van Biljon
4	Communication				
	• Establish a reporting plan and training on CIMS	WIP	SAMRAS PLUS		
5.1	Stage 1: Phase 1 – Budgeting Module				
5.1.1	Requirement				
	• Tick list to be returned to SAMRAS				Cape Agulhas
	• Excel Spreadsheets to be returned to SAMRAS		Oct 2015	Oct 2015	Cape Agulhas
5.1.2	Development Phase 1				
	• Development SCOA file import		Oct 2015	Oct 2015	Bytes
	• Develop SCOA register		Oct 2015	Oct 2015	Bytes
	• Update parameter files		Oct 2015	Oct 2015	Bytes
	• Develop Budget modules		Oct 2015	Oct 2015	Bytes
	• Testing by SAMRAS	WIP	Oct 2015	Oct 2015	Bytes
5.1.3	SAMRAS roll-out of programmes Phase 1				
	• Deployment and testing of program	10d	Nov 2015	Nov 2015	Bytes
	• Training	5d	Nov 2015	Nov 2015	Cape Agulhas & Bytes
	• User Acceptance Testing		Nov 2015	Nov 2015	Cape Agulhas & Bytes
	• Move to production		Nov 2015	Nov 2015	Bytes
	• Start Transacting and handholding – Go-live Phase 1		Nov 2015	Nov 2015	Cape Agulhas & Bytes
	• Transfer budget to actual		Nov 2015	Nov 2015	Cape Agulhas & Bytes
5.2	Stage 1: Phase 2 – Transactional Posting Levels				
5.2.1	Development Phase 2				
	• Development of all posting levels	WIP	Nov 2015	Nov 2015	Bytes
	• Testing by SAMRAS	WIP	Nov 2015	Nov 2015	Bytes
5.2.2	SAMRAS key roll-out of programmes Phase 2				

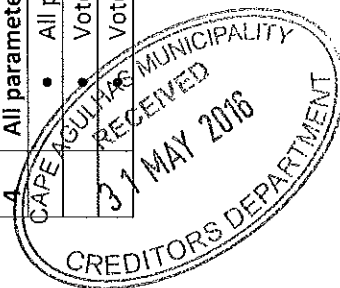


	<ul style="list-style-type: none"> • Deployment and testing of programmes 		Nov 2015	Nov 2015	Bytes
	<ul style="list-style-type: none"> • Training (Initial training to prep for UAT) 		Nov 2015	Nov 2015	Cape Aguilhas & Bytes
	<ul style="list-style-type: none"> • User Acceptance Testing 		Nov 2015	Nov 2015	Cape Aguilhas & Bytes
	<ul style="list-style-type: none"> • Move to production 		Nov 2015	Nov 2015	Bytes
	<ul style="list-style-type: none"> • Start Transacting and handholding (from 1st July 2016 – live) – Go-live 1 July 2017 	5 – 10d.	1st July 2016	1 July 2017	Cape Aguilhas & Bytes
5.3	Stage 1: Phase 3 - Reporting Modules				
5.3.1	Development Phase 3				
	<ul style="list-style-type: none"> • Development of web portal 	AS ONS KLAAR IS			Bytes
	<ul style="list-style-type: none"> • Development of all reporting modules 				Bytes
	<ul style="list-style-type: none"> • Testing by SAMRAS 				Bytes
5.3.2	SAMRAS key roll-out of programmes Phase 3				
	<ul style="list-style-type: none"> • Portal 	AS PORTAL HET	June 2016	June 2016	Bytes
	<ul style="list-style-type: none"> • Deployment and testing of programmes 		June 2016	June 2016	Bytes
	<ul style="list-style-type: none"> • Training 		June 2016	June 2016	Cape Aguilhas & Bytes
	<ul style="list-style-type: none"> • User Acceptance Testing 		June 2016	June 2016	Cape Aguilhas & Bytes
	<ul style="list-style-type: none"> • Move to production 		June 2016	June 2016	Bytes
	<ul style="list-style-type: none"> • Start Transacting and handholding (from 1st July 2015 – live) – Go-live 		June 2016	June 2016	Cape Aguilhas and Bytes
	NB: Continuous development until NT finalize spec				
5.4	SAMRAS for SCOA Go-Live Phase 4		July 2016	July 2016	



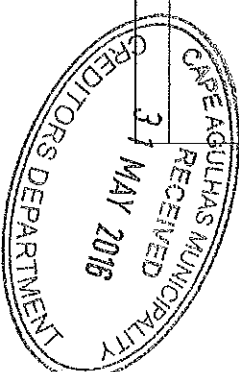
Tasks in preparation of going live within a SCOA Infrastructure

1	Alignment of Data on Payroll		Consultant assessment 2day
	GFS Costing Centres		March 2016
	Assistance with changes		
	Line Items aligned to SCOA		
	Earning and deduction codes with formulae aligned to SCOA		
	Sign-off : Verifying		
2	Cleanup of data on Billing - Investigation of SCOA requirements for line items		Consultant assessment 2-3days
	<ul style="list-style-type: none"> Aligning tariffs to requirements 		March 2016
	Revenue foregone		
	Costing		
	Other (not yet identified)		
	Sign-off : Verifying		
	<ul style="list-style-type: none"> Aligning debtor types to requirements 		
	Categories		
	Sign-off : Verifying		March 2016
	<ul style="list-style-type: none"> Billing Services 		
	Bill services / tariffs according to SCOA classification		
	Costing		
	Sign-off : Verifying		
	<ul style="list-style-type: none"> Billing Parameters 		
	Verifying		
	Sign-off: Verifying		
3	Other Updates		
	<ul style="list-style-type: none"> Assets 		
	Costing		March 2016
	Classification		
	Sign-off: Verifying		
	<ul style="list-style-type: none"> Fleet 		
	Costing		
	Sign-off : Verifying		
4	All parameters & votes/accounts final verification		
	<ul style="list-style-type: none"> All parameters & votes/accounts expenditure 		June 2016
	<ul style="list-style-type: none"> Vote /accounts for payroll to be changed 		
	Votes/accounts for billing and tariffs		

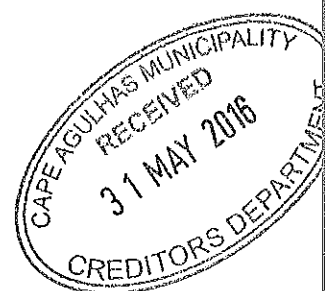


Some questions / notes regarding the local municipality to be considered

Do you bill Assessment rates ?
Do you calculate Rates (or any other services) annually - but raise a monthly instalment You have to either bill monthly or yearly. No provision for instalment levies on Scoa.
Have you inspected the list of required line-items for SCOA revenue costing ?
Have you captured a new range of E/I line-items on a provisional SCOA Account system ?
Have you noticed that SCOA requires separate controls for each category of debtor for whom Rates are levied ? You will have to create Services and Sub-Services for each category. You will have to create ML account numbers. SAMRAS allocates debtors controls dependent on the main SERVICE ID and, currently, assessment rates is normally only allocated ONE ID . This could be optionally stretched to the level of the SUB-SERVICE - but it is totally impractical to extend it to the level of the TARIFF CODE (or any other lower-order component). Therefore, it is going to be necessary to convert ALL current tariffs to individual SERVID and SUBSID combinations. There is no short-cut - users will have to re-allocate tariffs according to the standards of SCOA - and SAMRAS will have to provide a standard program for converting current SERVID and SUBSID codes on B03, B38 and B39. The conversion can all be done via S.S. - although it may be necessary to capture the new tariffs by hand.
Do you : have a separate tariff code for each category of consumer e.g. business, domestic, commercial... OR Have ONE tariff for all consumers
Are your current tariff codes relatively easily mappable to the SCOA line-items ? If 'NO', are you capable of changing your tariff codes and formulae to bring them into line with the SCOA break-down's ?
Have you already captured alternative tariff codes and formulae on the billing parameters?
Are you costing any revenue forgone correctly ? Scoa requires different income forgone than the norm. You will have to create E/I account numbers.
Do the new tariff codes relate directly to a provisional SCOA ledger IN YOUR LIVE SYSTEM?
Have you changed the tariff codes on the individual service records (B03) ? If 'NO':- Are you capable of changing these codes individually on your own ? OR You can populate a spreadsheet with the alternative codes (or exceptions) if SAMRAS is able to provide you with a PC extract of the current property, account and current tariff details i.e. you require an import/replacement procedure OR It is an absolutely hopeless task
Set up initial E/I structure for phasing in of SCOA:-

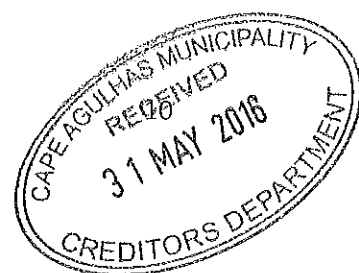


Have you read the document 'Guide-lines for renumbering the EI for SCOA (dated March 2014) which was distributed at the last workshop ?
Are you sufficiently knowledgeable and the instructions adequately clear that you will be able to apply the same rules to setting up a new E/I ledger for the 2015/16 financial year WITHOUT GREAT DIFFICULTY ?
As you will have already set up costcodes for the years 2014/15, 2015/16 and 2016/17 in the existing format, you will have to purge the E/I costcodes (ONLY) for the years 2015/16, 2016/17 from your live system BEFORE you can capture a replacement new range of codes
Do you know where to find this option in the Budgeting module ?
BE AWARE !! ANY renumbering exercise will have implications:- (a) New Description parameter files will have to be captured, (b) Links will have to be redefined to the GFS codes, Directorates etc, (c) Some budget maintenance programs will not be able to be used as 'matching' can not be done to previous periods, (d) Costing interface parameters will have to be redefined for the years 2015/16 onwards....
Have you arranged with SAMRAS support for any hand-holding/help in purging and setting up the ledger ?



Appendix “D”

Service Level Standards



CAPE AGHULAS MUNICIPALITY CUSTOMER SERVICE CHARTER



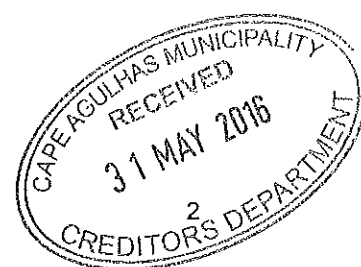
FOR
MUNICIPAL ENGINEERING INFRASTRUCTURE SERVICES



CONSUMER SERVICE CHARTER

CONTENTS

1. PURPOSE	3
2. THE CONSUMER'S OBLIGATIONS	4
3. THE MUNICIPALITY'S OBLIGATIONS	4
4. MUNICIPAL CONTACT DETAILS.....	6
CONSUMER SERVICE CHARTER	7
REVENUE ADMINISTRATION	7
CONSUMER SERVICE : WATER SERVICES	8
WATER METER ADMINISTRATION	9
CREDIT CONTROL : WATER SERVICES.....	9
WATER SERVICES - OPERATIONS.....	10
ELECTRO-TECHNICAL SERVICES.....	11
ROADS & STORM WATER SERVICES	13
SOLID WASTE SERVICES.....	14



1. PURPOSE

The purpose of this document is to set out the Customer Services Charter and standards of Cape Agulhas Municipality. The plan is to firstly improve municipal efficiency and performance by providing reliable, responsive, competent, accessible, courteous, confidential and secure services to the ratepayers of Cape Agulhas Municipality.

Cape Agulhas Municipality is responsible for the following civil and electrical engineering infrastructure services, with reference to the:

- Construction and maintenance of roads, storm water and transport;
- Distribution of water services;
- Bulk purchasing, distribution and maintenance of electricity;
- Provision and maintenance of street lights and traffic lights;
- Refuse removal, solid waste disposal, landfill sites and street cleaning;
- Collection and management of sanitation services within the municipality;

This document provides:

- an explanation of the services offered for drinking water as well as wastewater collection and treatment; road and storm water maintenance; electro-technical services and solid waste management services;
- information on a range of customer service processes including connections, metering, billing managing maintenance work, complaints and dispute resolution;
- a list of indicators and targets to express the level of service the municipality aims to deliver to its customers. This includes water supply interruptions, wastewater overflows and odours, response times and repair completion times;

This document further sets out the shared rights and responsibilities and informs the customers of the service that they can expect to receive from Cape Agulhas Municipality, as well as their obligations in relation to the use of the services. The document is available to all customers and it applies to all who do not have a specific or individual contract with the municipality for provision of services.

The document was also compiled in accordance with the *Water Service Act (Act no. 108 of 1997)*, the *National Water Act (Act no. 36 of 1998)* that recognises that the ultimate aim of water resource management is the sustainable use of water to the benefit of all users as well as *world class standards and SANS 241*.



2. THE CONSUMER'S OBLIGATIONS

What's the definition of a 'consumer'?

Any end-user who receives services from an institution, including a person living in an informal settlement, industrial users etc.

Consumers are expected to:

- a) Pay for the services rendered by the municipality;
- b) Use resources (water and electricity) sparingly and report water leakages, illegal connections and damage to infrastructure to the municipality;
- c) Inform the municipality of any defects in roads, pipe breakages, blockages, bad taste and colour in water, damaged street lights and traffic lights, missing and broken manhole, meter covers and traffic signs;
- d) Repair all internal leaks on their private properties;
- e) Adhere to municipal bylaws that has been set to improve service delivery;
- f) Make use of qualified artisans to do repairs and installations on private property;
- g) The owner of properties is ultimately responsible for ensuring compliance with by-laws in respect of all or any matters relating to any installation, and if he or she is not the consumer who actually uses the services, the owner is jointly and liable with such consumer in respect of all matters relating to the use of any services on his or her property, including any financial obligation.
- h) Do not dispose of unwanted materials into water courses and sewer networks this will contaminate water and may lead to diseases;
- i) Do not connect storm water to the sewer networks of the municipality;
- j) The municipality may from time to time need access to your property, and your cooperation is requested in this regard;
- k) Do not tamper or make illegal connections from meters – this is an offense and you can be criminal charged.

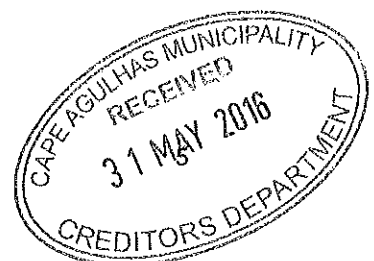
3. THE MUNICIPALITY'S OBLIGATIONS

Cape Agulhas Municipality shall:

- a) Supply water that meet National Water Quality Standards (SANS 241) and any other contractual agreement with our customers.
- b) Supply water 24 hours daily.
- c) At all times maintain pressure between the minimum and maximum supply pressure per customer connection under normal operating conditions based on existing and projected annual average daily demand.
- d) Bill consumers on a monthly basis for services.
- e) Communicate water quality and service interruption challenges to the consumers through various media channels (radio, newspapers and notice boards etc.)
- f) Minimise the impact on the environment by ensuring the wastewater system is efficiently operated;



- g) To deal with any sewerage spills in accordance with our hazardous standard operating procedure.
- h) Establish a fair and cost effective tariff so that all consumers have minimum service to water and sanitation.
- i) At all times be accessible to members of the public;
- j) Strive to be professional in approach when dealing with members of the public;
- k) Serve and execute their duties with due diligence and honesty;
- l) At all times be friendly, polite and professional when answering telephone calls.
- m) Treat all members of the public equally, without distinction of race, religion, gender or social orientation.
- n) Observe official working hours in order not to prejudice or inconvenience members of the public.
- o) Upon enquiry by a member of public, furnish information regarding the status of projects executed by the Municipality.



4. MUNICIPAL CONTACT DETAILS

General enquiries can be made by contacting Cape Agulhas Municipality's offices on the details stated below.

General enquiries can also be sent by email to:

Accounts Queries

Email: info@capeagulhas.go.za/

Technical Infrastructure Queries

Email: cilnad@capeagulhas.gov.za/

Accounts Queries:

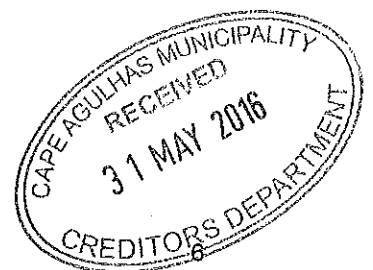
Finance Department: Account Queries:

- Telephone Enquiries: (028) 425 5500
- Fax Number: (028) 425 1019

Technical Infrastructure Queries

Directorate: Technical Services

- Telephone Enquiries: (028) 425 5500



CONSUMER SERVICE CHARTER

COMMUNICATION		
SERVICE	RESPONSE STANDARD	
	Residential	Commercial/Industrial
Answer your telephone call	90% within 4 rings	90% within 5 rings
Return your call	1 day	1 day
Acknowledge all correspondence telephone calls/faxes/emails and other communication.	Within 24 hours	Within 24 hours
Reply to all correspondence received	7-10 days	7-10 days
Reply to all correspondence in writing if a detailed reply is required that may take additional time to research	7 - 10 days	7 -10 days
Notify you as soon as practical if there is a delay in our service commitment	Within 7 day after commitment date (Within 1 day)	Within 7 day after commitment date
Provide afterhours service for Emergency	100%	100%
Leave a NOTICE with contact details if we call at your residence and you are not home	100%	100%
Endeavour to refer you to an appropriate service provider if Council cannot provide the service you require	1 hour	2 hour

REVENUE ADMINISTRATION		
SERVICE	RESPONSE STANDARD	
	Residential	Commercial/Industrial
Adjustment of misallocated receipt	1 hour	1 hour
Adjustment of duplicated payment	1 hour	1 hour
Capturing of manual receipt	1 day	1 days
Queuing time at pay points	10 minutes	10 minutes
Receipt of cheques received through the Post Office	1 day	1 days
Government cheques	N/A	N/A
Corporate cheques	1 day	



CONSUMER SERVICE: WATER SERVICES		
SERVICE	RESPONSE STANDARD	
	Residential	Commercial/Industrial
Capture of new application forms into system	10 minutes	10 minutes
Capture of allocation of service into system	10 minutes	10 minutes
Capture of terminated accounts into system	10 minutes	10 minutes
Customer details amendment	5 minutes	5 minutes
Revenue refunds	30 days	30 days
Debit / Credit adjustments	30 days	30 days
Sewer connection investigation	2 day	2 days
Request for final bill estimate	2 days	5 days
Communication of unplanned service interruptions	Not possible as burst pipes are unplanned - no notice. Communication through electronic SMS, Facebook, WhatsApp and loud hailing	Not possible as burst pipes are unplanned - no notice. Communication through electronic SMS, Facebook, WhatsApp and loud hailing
Communication of planned service interruptions	At least 48 hrs.	At least 48 hrs.
Water connection after payment	Within 10 days	Within 10 days
Water connection after payment but client is not ready for connection	Within 2 days upon request to proceed	2 days upon request to proceed



WATER METER ADMINISTRATION		
SERVICE	RESPONSE STANDARD	
	Residential	Commercial/Industrial
Voluntary Disconnection	As per customer requested date Min 48Hrs notice	As per customer requested date
Reconnection	As per customer requested date Min 48 hrs. notice	As per customer requested date
Customer queries on meter reading	3 days	5 days
Application forms process time	2 days	2 days
Meter reading cycle	30 days	30 days
Bulk meter processing	Same day	Same day
Damaged meter processing	1 day	1 day
No meter processing	1 day	1 day
Buried meter processing	1 day	1 day

CREDIT CONTROL: WATER SERVICES		
SERVICE	RESPONSE STANDARD	
	Residential	Commercial/Industrial
Reconnection after disconnection for non-payment	24 hrs.	48 hrs.
Disconnection	24 hrs.	24 hrs.



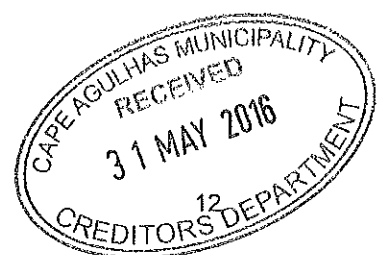
WATER SERVICES - OPERATIONS				
SERVICE	RESPONSE STANDARD			
	Residential		Commercial/Industrial	
	Working Hrs.	After hours	Working Hrs.	After hours
Respond to leaks, overflows on pipes	First level response in 1 hr.	2 hrs.	First level response in 1hr	2 hrs.
Respond to leak repair fittings (water meter, valves)	Within 24 hrs.	24 hrs.	Within 24 hrs.	24 hrs.
Respond to Burst causing extensive flooding	1 hour	1 hr.	1 hour	1 hr.
Respond to Burst causing seepage into road or verge	1 hour	2 hrs.	1 hour	2 hrs.
Respond to Water meter device repair	Within 24 hrs.	24 hrs.	Within 12 hrs.	24 hrs.
Low pressure complaint	3 days	3 days	3 days	3 days
Respond to No water complaint	2 hrs.	2 hrs.	2 hrs.	2 hrs.
Respond to Dirty water complaint	2 hrs.	2 hrs.	2 hours	2hrs
Respond to Quality of water complaint	2 hrs.	2 hrs.	2 hours	2 hrs.
Respond to sewage overflows	1 hr.	1 hr.	1 hour	1hour
Missing manhole covers	24 hrs.	24 hrs.	24 hrs.	24 hrs.
Plumbing Inspections	Within 48 hrs.	48 hrs.	Within 48 hrs.	48 hrs.
Drainage / Storm water inspection	1 day	1 day	1 day	1 day
Respond to drainage emergencies	3hrs.	3 hrs.	3 hrs.	3 hrs.
Missing meter covers	1 day	1 day	1 day	1 day
Respond to seepage/drainage problems	1 day	1 day	1 day	1 day
Respond to Reports on odors from wastewater treatment plants	4 hours	4 hrs.	4 hours	4 hrs.
Vandalized standpipes	1 hr.	1 hr.	1 hr.	1 hr.
Treatment of odors from our wastewater treatment plant	2 days	2 days	2 days	2 days



ELECTRO-TECHNICAL SERVICES		
SERVICE	RESIDENTIAL	COMMERCIAL
Repair unforeseen power outages (electrical faults, malfunctioning equipment, etc.)	30% of cases within 2 hours 60% of cases within 3,5 hours 90% of cases within 8 hours 100% of cases within 24 hours	30% of cases within 2 hours 60% of cases within 3,5 hours 90% of cases within 8 hours 100% of cases within 24 hours
Scheduled power outages (for upgrading, maintenance)	Maximum of three (3) planned and six (6) forced outages per year, limited to a total of twelve (12) hours per outage. The municipality endeavours to give at least 14 days' notice of scheduled power outages by means of notice boards, advertisements, SMS, twitter, and the municipality's website.	Maximum of three (3) planned and six (6) forced outages per year, limited to a total of twelve (12) hours per outage. The municipality endeavours to give at least 14 days' notice of scheduled power outages by means of notice boards, advertisements, SMS, twitter, and the municipality's website.
Electrical new connections, reconnections, upgrades and changes	<ul style="list-style-type: none"> • Standard reconnections – two (2) days. • Provision of standard connections – within fourteen (14) days after payment and if the building is ready and the necessary documentation is completed (e.g. Electrical commencement Form, COC has been submitted). • Provision of non-standard connections : <ul style="list-style-type: none"> • Quotation basis of twenty-one (21) days, negotiable subject to delivery times of equipment from suppliers to municipality 	<ul style="list-style-type: none"> • Standard reconnections – two (2) days. • Provision of standard connections – within fourteen (14) days after payment and if the building is ready and the necessary documentation is completed (e.g. Electrical commencement Form, COC has been submitted). • Provision of non-standard connections : <ul style="list-style-type: none"> • Quotation basis of twenty-one (21) days, negotiable subject to delivery times of equipment from suppliers to municipality



Reports of faulty street lighting, area, building and sports field lighting	<ul style="list-style-type: none"> • 95% of cases within seven (7) days. • 100% of cases within ten (10) days. • Faulty street lighting will only be attended to after hours if the area affected is relatively large. 	<ul style="list-style-type: none"> • 95% of cases within seven (7) days. • 100% of cases within ten (10) days. <p>Faulty street lighting will only be attended to after hours if the area affected is relatively large.</p>
Repair of high masts	Repair within 10 days weather and budget permitting	Repair within 10 days weather and budget permitting
Repair of traffic lights	Not applicable	Not applicable



ROADS & STORM WATER SERVICES		
SERVICE	RESIDENTIAL	COMMERCIAL
Repair of potholes in streets	3-10 days	
Grading of gravel streets	120 days	
Construction of storm water lines	60 days	60 days
Construction of new catch pits	10 days	10 days
Maintenance of storm water lines	180 days	180 days
Maintenance of catch pits	180 days	180 days
Construction of headwalls (per 10m ³ volume concrete / brickwork)	180 days	180 days
Construction of new channels (per 100m length)	30 days	30 days
Open channel maintenance (per 100m length)	60 days	60 days
Re-gravel of walkways (per 200m length)	10 days	10 days
Construction of bitumen roads (per 50m length)	60 days	60 days
Maintenance of gravel shoulders (per 200m length)	10 days	10 days
Installation of new kerbing (per 10m length)	1 day	1 day
Maintenance of paving/kerbing (per 10m length)	1 day	1 day
Construction of new bus stops (per 60m ² section)	180 days	180 days
Laying of erosion blocks (per 10m ² section)	10 days	10 days
Construction of gravel roads (per 500m length)	120 days	120 days



SOLID WASTE SERVICES		
SERVICE	RESIDENTIAL	COMMERCIAL
Refuse collection : Containerised	1 Collection per week	Twice a week
Refuse collection: Garden/Steel skips	Weekly	As per request
Refuse collection: Street bins	Daily	
Removal of refuse dumped illegally	As per request	



